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| **ONE STOP SHOP OFFICER**  **SALARY GRADE: HBC4** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring Leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Car leasing schemes   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| This role will be the face of Halton Borough Council in the One Stop Shops and Direct Links. You will greet customers with politeness and courtesy, supporting them to access the full range of Council services. You will be advising and guiding, and where needed, advocating for them.  More specific responsibilities include:   * Facilitating access to the full range of Council services, and using IT systems to support the delivery of Council Services * Identifying and appropriately reporting safeguarding issues to the relevant teams * Communicating both in writing and verbally * Administering cash receipting machines including filling coin hoppers, handling, counting and manoeuvring bullion. You will check that monies are accounted for and balanced on a daily basis. You will also report any discrepancies and report any faults. You will also be issuing social care petty cash, and administer the finance/payment system to clients and their carers, recording this accurately and providing a duty of care. * Undertaking administrative tasks and providing a receptionist service * Signposting customers to services both within HBC and also other external customers, actively promoting the Council and the services that it offers * Supporting team leaders with the induction of new staff * Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. | |
| About You | |
| You will need to have a calm manner, be able to communicate both face to face and over the telephone.  In addition you will have:   * Experience in a front line customer facing department, with experience providing advice and guidance * Excellent communication skills, with the ability to communicate both in person and via writing/email and telephone, and the ability to handle and deal with complaints * Knowledge of Halton Borough Council and the services that it provides * IT skills, including the use of CRM systems * Ability to work at any One stop shop/Direct link office in the borough * Team working skills, with the ability to work as part of a team and alone * You will be working on a rota basis from Monday-Saturday   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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