



### Job Description

Job Title	Customer Service Team Member
Actual Starting Salary (including any allowances)	£19,240
Salary Range	Team Band £19240 - £22500
Work pattern	Full time
Type of opportunity (and duration if applicable)	Permanent
Location of Post	QED Centre, Treforest
Reporting to:	Customer Service Helpdesk Front Line Manager
Closing Date and Time	Midnight on Sunday 30 <sup>th</sup> December
Contact point for further information	Gareth Coombes – Gareth.coombes@wra.gov.wales Dawn Singer - Dawn.singer@wra.gov.wales

#### Welsh Revenue Authority - Background:

The Welsh Revenue Authority (WRA) is a new tax authority for Wales, collecting and managing Land Transaction Tax (LTT) and Landfill Disposals Tax (LDT) which replaced Stamp Duty Land Tax and Landfill Tax, respectively in Wales, from 1 April 2018.

These Welsh taxes have been designed and made in Wales and are tailored for the needs and priorities of Wales. The revenue raised from these taxes - estimated to be approximately £1bn over the next four years - will help fund Welsh public services, including the NHS and schools, in communities across Wales.

The WRA is a bilingual organisation which will eventually employ around 70 members of staff. The small and specialist team covers a wide range of professions, from data and digital through to HR, policy, communications and operations.

#### **Purpose of Post:**

Working to the Customer Service Helpdesk Front Line Manager within the Operational Delivery function of 20 members. This is an exciting opportunity to join a small team of dedicated people providing excellent customer service to customers in the collection of the devolved taxes (LTT and LDT) in Wales. The Welsh Revenue Authority began the collection of the devolved taxes from 1 April 2018.

The role will be the first point of contact for the majority of the WRA's customers and their representatives. As part of our operational team, the successful candidate will undertake a variety of tasks relating to customer service. The operational team will also provide administrative support to colleagues throughout the organisation to ensure that it operates to the highest standard. The Operational Delivery function is

still growing and plays a key part in supporting WRA's initial strategic priorities. We are looking for people who are enthusiastic and want to be part of a successful team. You will be: highly-motivated, organised and want to learn and develop; flexible and able to balance a varied workload. The WRA is a year old and evolving and the role will continue to develop as we become more established as an organisation.

**Key tasks:**

The following are indications of the key tasks required of the role. However, we expect the successful candidate to be flexible in their approach; working with colleagues and leaders to deliver key priorities:

- Providing customers with a professional, friendly and accurate service to help them comply with their responsibilities. This will include answering phone calls, emails, drafting prepopulated letters and redirecting customers to an appropriate colleague for further assistance, where required.
- You will efficiently and effectively identify and understand the needs of the customer and decide, based on guidance, the best course of action to help each customer.
- Accurately inputting and updating data on the WRA's systems with information received from the customer. Liaising with customers where information is missing or incorrect and getting the correct information and updating the systems accordingly.
- Work as part of a small team against measures to continuously improve productivity and quality. Identify and implement improvements to customer service.
- Monitoring and reviewing cases to ensure that appropriate action has been taken in the allotted time and to chase any outstanding information. This is likely to include preparing reports of data and following up on missing information.
- Providing a flexible approach to support compliance colleagues and the other corporate functions within the WRA when required, alongside the primary role of customer service delivery.
- Provide support across the organisation to help it run successfully.

**Selection Criteria**

In your personal statement and CV, the selection panel will be looking for evidence of the following criteria, you may also wish to refer to the key tasks mentioned above:

	Essential	Desirable
Competencies:	<p>Making Effective Decisions</p> <ol style="list-style-type: none"> <li>1. Make and record effective decisions following the appropriate decision-making criteria, framework or guidance.</li> <li>2. Monitor and store critical data securely and accurately, confidentially and responsibly</li> </ol> <p>Leading and Communicating</p> <ol style="list-style-type: none"> <li>3. Write clearly in plain simple language and check work for</li> </ol>	

	<p>spelling and grammar, learning from previous inaccuracies</p> <p>Managing a Quality Service</p> <p>5. Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job</p>	
Experience:		<ul style="list-style-type: none"> <li>• Good IT skills. Experience of using databases and/or a customer relationship management system would be helpful, or the ability to quickly learn how to use unfamiliar systems.</li> <li>• Good organisational skills, including the ability to prioritise tasks, and recognise when there are likely to be issues with workload that impact on delivery to time and standards.</li> <li>• Strong customer service skills and experience with a willingness to help others.</li> </ul>

## Welsh Language Requirements

The following list of language requirements represents an objective assessment of the Welsh language skills required to undertake the duties of this post:

Welsh Language skills	Essential
Reading	4 = Can read most work-related material
Spoken	4 = Can converse in most work-related conversations
Understanding	4 = Can understand most work-related conversations
Written	3 = Can prepare routine work-related material with checking

<b>Level of Security Vetting</b>	<ul style="list-style-type: none"><li>• Baseline Personnel Security Standard</li></ul>
Other Information	<b>To apply, send your completed application form, and your personal statement which should be no more than 1200 words and CV to <a href="mailto:hr@wra.gov.wales">hr@wra.gov.wales</a>.</b>