

DRIVER AND VEHICLE LICENSING

CUSTOMER SERVICES ASSISTANT / THEORY TESTING

AA1

JOB DESCRIPTION

MAIN PURPOSE OF ROLE:

The Customer Services Assistants' primary role is to be responsible for invigilating the Driving Theory Test system currently based at Bulwer Avenue. However, they will also be required to assist with a variety of other administrative duties and provide cover to colleagues as and when required.

MAIN DUTIES AND RESPONSIBILITIES:

1. To ensure that the theory test suite is prepared for daily testing and that all equipment is working satisfactorily so that testing can be delivered without error or delay.
2. To meet and greet test candidates, ensuring that they are familiar with the test procedures and comply with the relevant safety and security requirements pertaining to the test environment.
3. To supervise the undertaking of the theory tests, including the Hazard Perception part of the test, and to provide assistance, where necessary, to ensure that tests are undertaken in accordance with agreed procedures.
4. To provide candidates with the results of their test, to advise them how to rebook a test if they have failed or how to book a practical driving test once they have passed.
5. To liaise as necessary with other staff in the service area or the system provided to ensure the provision of a reliable and efficient test service.
6. To assist with a variety of other clerical and administrative duties on behalf of the Traffic and Highways Services and Driver and Vehicle Licensing Services.
7. To provide cover for holidays and wherever possible cover for sickness absence for the other Customer Services Assistants.

KEY CRITERIA:

ESSENTIAL

1. Good interpersonal skills with the ability to communicate effectively and to represent the Service in a professional manner when dealing with clients in an examination situation.
2. Previous experience of working in a customer services environment.
3. Capability to work accurately often under pressure and without supervision or assistance.
4. Self-motivated with the ability to work as part of a small team.
5. Good keyboard skills with a working knowledge of computer based systems.
6. An understanding of the need for confidentiality.
7. A flexible approach to work.

KEY COMPETENCIES:

LEADERSHIP

- Understand what is required of them in their role and how this contributes to team and organisational priorities.
- Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role.
- Ask questions when unsure what to do.
- Investigate and respond to gaps, errors and irregularities in information.

TEAMWORK

- Act in a fair and respectful way in dealing with others.
- Write clearly in plain simple language and check work for spelling and grammar, learning from previous inaccuracies.
- Get to know fellow team members / colleagues and understand their viewpoints and preferences.
- Listen to the views of others and show sensitivity towards others.
- Identify own skills, knowledge and behaviour gaps to inform own development plan and discuss these with the line manager.

- Share learning with team and colleagues; contribute to the team's shared learning and understanding.

ACCOUNTABILITY

- Learn about customers and suppliers needs.
- Communicate in a way that meets and anticipates the customer's requirements and gives a favourable impression of the public service.
- Maintain consistent performance.