

From: noreply@haringey.gov.uk <noreply@haringey.gov.uk>

Sent: 19 September 2018 13:24

To: Agilo Innocent <Innocent.Agilo@haringey.gov.uk>

Subject: Your appointment request (CSL ADVISOR)

Your request has been approved by your AD.

Here's what will happens next:

- Nothing will happen until you agree the next steps directly with your Budget Sub Group coordinator
- To find out who this person is, or when group is next meeting, please [click here](#)
- Once you know the outcome of the Budget Sub Group decision, you'll need to go back [into this link](#) to proceed so file this email in a safe place

Requestor's details

First name	Innocent
Last name	Agilo
Email	Innocent.Onye@haringey.gov.uk
Directorate	Customers, Transformation & Resources
Business unit	Customer Services & Libraries
Telephone ext	02084894493
Contract type	New Permanent/Temporary/Fixed

Assistant Director's details

Name	ANDY BRIGGS
Email	andy.briggs@haringey.gov.uk

Appointee details

Source of worker	Hays Resource Centre
Post to be filled	CSL ADVISOR

Enter Grade	Scale 6
Status of post	Established vacancy
SAP Post number (for established vacancy cover only)	50232761
Cost Code	C00111
If covering a transformation project, state which:	Customer services

Reasons for this request

Please state which of the above criteria is met and why (i.e. What is the impact on the organisation if the above post is not filled?)

? Andrew Braganza has secured 6 months secondment opportunity with Homes For Haringey and he is due to commence his new role on Monday 5th November 2018.

? Andrew is a CSL advisor with the Digital Contact and the tasks that he performs daily are critical to the service achieving the required performance target

? In view of the above, I would like to commence this recruitment process to backfill for the 6 months period that Andrew is expected to be on his secondment .

I can confirm that I have the budget to fully fund this request

Y

Agilo Innocent

Subject: FW: Your appointment request (CSL Advisor)

From: Briggs Andy
Sent: 23 August 2018 15:54
To: Agilo Innocent <Innocent.Agilo@haringey.gov.uk>
Cc: Walker Judith <Judith.Walker@haringey.gov.uk>
Subject: RE: Your appointment request (CSL Advisor)

I Innocent I approve this, sorry unable to approve on the e-form as the link does not appear to have come through.

If they can resend I will approve on the eform

Regards
Andy

From: Agilo Innocent
Sent: 23 August 2018 14:30
To: Briggs Andy <Andy.Briggs@haringey.gov.uk>
Subject: FW: Your appointment request (CSL Advisor)

Dear Andy,

Please see below for the copy of the recruitment forms waiting for your approval

Regards

From: noreply@haringey.gov.uk <noreply@haringey.gov.uk>
Sent: 16 August 2018 13:04
To: Agilo Innocent <Innocent.Agilo@haringey.gov.uk>
Subject: Your appointment request (CSL Advisor)

Your request has been sent to your approver. Once approved, you will receive an updated email telling you what to do next.

Requestor's details

First name	Innocent
Last name	Agilo
Email	Innocent.Onye@haringey.gov.uk
Directorate	Customers, Transformation & Resources

Business unit	Customer Services & Libraries
Telephone ext	0208489443
Contract type	New Permanent/Temporary/Fixed
Assistant Director's details	
Name	ANDY BRIGGS
Email	andy.briggs @haringey.gov.uk
Appointee details	
Source of worker	Hays Resource Centre
Post to be filled	CSL Advisor
Enter Grade	scale 6
Status of post	Established vacancy
SAP Post number (for established vacancy cover only)	50195547
Cost Code	C00111
If covering a transformation project, state which:	Housing transformation
Reasons for this request	
Please state which of the above criteria is met and why (i.e. What is the impact on the organisation if the above post is not filled?)	<p>50195547 CSL Advisor Mehmetali Ibrahim</p> <p>Customer Service Officer Mehmetali Ibrahim has handed in his notice to resign from his post from 07/08/18</p> <p>Mehmetali is a full time permanent staff with the Digital Contact Centre and this post is an establishment one.</p>

	The role perform by Mehmetali is critical to the centre effectiveness to delivering the required performance target. 'hence I would like to commence immediately a recruitment process to replace him
I can confirm that I have the budget to fully fund this request	Y

Job Profile

Position Details	
Post	Customer Services and Libraries Advisor
Service Area	Customer Services and Libraries/Customer Services/Digital Contact
Reports to	Innocent Agilo
Grade	Scale 6
Job Family	To be completed by HR

Role Purpose
<p>This role exists to help Haringey Council to serve its customers well.</p> <p>This will be achieved within a specific service area including face to face (including but not limited to Libraries or Customer Service Centres), digital, telephones.</p> <p>All Customer Services staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with Haringey values:</p> <ul style="list-style-type: none"> • Ambitious • Accountable • Human • Professional

Main Responsibilities
<p>Key activities for this role include but are not limited to:</p> <p><u>Digital Contact:</u></p> <ol style="list-style-type: none"> 1. To deal with customer enquiries received by telephone, email, web chat or through social media activity, using appropriate IT systems to log, action and respond. 2. To actively promote channel shift and help CSL reducing cost to serve whilst improving levels of Customer Satisfaction <p><u>Integrated Libraries and Customer Services Centres:</u></p> <ol style="list-style-type: none"> 3. Welcoming, signposting and guiding customers, using a floor walking approach at our integrated CSL Centres [Marcus Garvey and Wood Green], and: <p><u>Customer Service Centre:</u></p> <ol style="list-style-type: none"> 4. To deal with customer enquiries received predominantly in person, but also by telephone, email, web chat, or through social media activity, using appropriate IT systems to log, action and respond. 5. To actively promote channel shift and help CSL reducing cost to serve whilst improving levels of Customer Satisfaction <p><u>Corporate Receptions:</u></p> <ol style="list-style-type: none"> 6. To provide a professional, helpful and friendly welcome to all visitors and staff. 7. To signpost visitors and staff as necessary and provide them with appropriate information