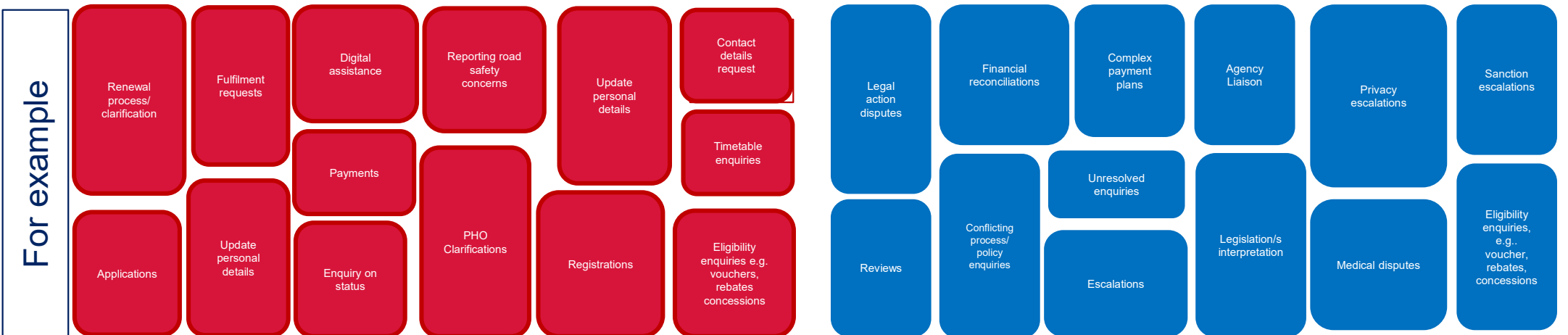


Work type definitions



Definitions and examples informed by the approved CCO and CSR Role Descriptions and Performance Scorecards

Interaction definition	Simple	Complex
	<p>Information Information is easier to locate, policy/process is straightforward and easier to explain to the customer.</p> <p>Transaction Systems used to complete the transaction are less complex. Chance of error is less likely.</p>	<p>Information Information potentially sourced from multiple locations, complex policy/procedure to interpret. Frequent changes to rules/process. Higher level of decision making is required by the team member. NB This is not measured by the customers reaction to the information.</p> <p>Transaction Complex or multiple systems used. Accuracy of transaction is critical. Steps to process the transaction are complex/increased opportunity for error. Transaction has significant financial impact to customer or business. Requires delegation etc</p>



Work type by role

Work Type	CCO	CSR
Complete simple information provisions	X	X
Complete simple transactions	X	X
Liaise with agencies	X	X
Handle complaint conversations	X	X
Perform admin duties	X	X
SME Support		X
Webform audit & review (Transport)		X
Handle escalations of any unresolved issues		X
Complete complex information provisions		X
Complete complex transactions		X
Liaise with agencies on escalated issues		X