



Ribble Valley  
Borough Council  
[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)



Excellent  
pension scheme



Training and  
development



Generous annual  
leave entitlement



Christmas  
leave



Flexible  
working hours



Annual  
pay review



Employee assistance  
programme



Family friendly  
policies



Staff discount at  
Ribblesdale Pool



**Guaranteed interview if all  
essential criteria are met.**

*We are an equal opportunity  
employer and applications are  
welcome from all minority groups.*



## Customer Service Advisor Council Offices - Clitheroe

**Reference:** RES258

**Pay:** Scale 2 (scp 4-5) £24,404 to £24,790 per annum pro rata

**Hours:** 20 hours per week. Monday to Friday afternoons.

You will be the first point of contact for all customers calling or visiting the Council offices. Working within a small team in our Customer Services Section, you will enable all customers to communicate with the Council and access services and information, providing assistance and advice on a wide range of services and functions. You will also be asked to provide cover in the Cash Office, and cash handling experience is desirable.

You must be able to resolve customer issues on the telephone and face-to-face. Experience of working in a customer focussed role is essential, as are familiarity with computer based systems and keyboard skills.

A positive and professional attitude is essential, together with confidentiality and integrity.

A DBS check is required and will be undertaken once an appointment is made.

Join us to receive a host of benefits such as flexible working hours (flexitime scheme in operation with no core hours), generous leave entitlement, occupational pension scheme, and training/development opportunities.

**Closing date:** Wednesday 18<sup>th</sup> June 2025

**Interview date:** Thursday 3<sup>rd</sup> July 2025

**To apply online:** [ribblevalley.gov.uk/jobs](http://ribblevalley.gov.uk/jobs)

**Other ways to apply:** For a paper application pack, send your contact details and vacancy reference number to [HR@ribblevalley.gov.uk](mailto:HR@ribblevalley.gov.uk) or call 01200 414596 (24-hour answerphone)

**Reasonable adjustments:** For any part of the recruitment process, please email us or provide further information on your application form.

**Right to close early:** We reserve the right to close job vacancies before the deadline, so please apply early to avoid disappointment.