



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Customer Service Advisor

22 hours per week (over 3 full days)

SK7 (£25,974 per annum, Pro rata) after a 6 month probation on SK6 (£25,611 per annum, Pro rata)

Permanent Contract

If you're looking to join a team that makes a difference every single day, your perfect career could be waiting for you at South Kesteven District Council.

People are at the heart of what we do here at SKDC. We deliver more than 100 services across the district so there's no limit to where your career can take you. We value our employees, and we offer a range of benefits that really make a difference, for everyone.

We currently have the opportunity for a Customer Service advisor to join our Customer Service Team. The role will involve full training on a variety of services to equip you with the knowledge to support customers with enquiries on the telephone, face to face in our contact centre and over email. The role will be split between home and office working.

We promote hybrid working arrangements to help you live a balanced lifestyle. We also have a modernizing workspace and embrace new technology so that everyone can work efficiently and comfortably.

Here at SKDC you will receive a generous annual leave entitlement of 26 days, increasing with length of service. As we encourage healthy, happy employees, we also offer a low-cost health care plan, a Cycle to Work scheme and regular wellbeing activities.

You will be given the chance to grow in your career, taking ownership of your learning journey with exciting opportunities for development within the Council, and you can rest assured that we're thinking about your future. Not only can we help you in the short-term with financial schemes to help spread the cost of cars, bikes and technology – you'll become a member of the generous and trusted Local Government Pension Scheme.

For further information or an informal chat about the role please contact Customer Services customerservices@southkesteven.gov.uk

Closing date: 1st August 2025

Interviews to be held w/c: 18th August 2025

To download a job description and apply for the post, please visit www.southkesteven.gov.uk/jobs