

 St Albans City & District Council	Job Description and Person Specification	
Job Title	Customer Delivery Assistant	
Post Number	P2419	JE Ref:
Grade	Grade 3	
Other Payments	None	
Job Family	Customer Delivery Service Level 1	
Service	Customer Business and Corporate Support – Customer Delivery Team	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	20 hours	
Accountable to	Customer Services Deputy Team Leader	
Date created/ reviewed	October 2025	

JOB DESCRIPTION CUSTOMER DELIVERY ASSISTANT

Job Purpose

To effectively provide a high standard of customer service for all customers of the council, including providing helpful advice, accurate information, administrative support and efficient transactional services, while promoting self-service and digital channels at all times.

Accountabilities

1. Process and problem solve straightforward queries and transactions for the Council and partner services through a variety of channels (e.g. email, phone, case management system), providing clear, accurate and timely advice or guidance. .
2. Liaise with service departments or partner organisations, researching and providing feedback to those involved and escalate where relevant to the Team Leader or other teams to resolve the customer query.
3. Stay up to date with changes to council services and provide accurate information to customers about the council and its services.
4. Provide flexible, effective administrative support when required across the Customer Delivery team and for specific Council services, keeping accurate records and ensuring that data integrity and customer confidentiality is maintained.

5. Effectively use Microsoft office IT systems including e-mail, word, excel and back office systems; ensuring the accurate and timely input and updates of customer information
6. Deal effectively and efficiently with the security, receipt, sorting, scanning, printing, photocopying and forward distribution of a range of internal and external documents, (such as council minutes, agendas, reports) and valuable items e.g. passports, monies, cheques, coming into and going out of the Council
7. Provide practical assistance relating to the delivery of events and services at Council sites, when required
8. Assist with the effective and efficient despatch of mail and deal with franking machine and collection and delivery of post queries, as required

Demands

Able to use IT systems and digital skills to facilitate the delivery of the service

Able to work in a demanding environment where customer interactions may be stressful and time consuming especially during periods of peak demand.

Ability to remain calm under pressure and deal sympathetically with distressed, agitated or irate customers.

Able to use effective communication skills to handle difficult conversations in a sensitive and professional way.

Able to handle enquiries on a daily basis, which may require information to be sourced from a range of departments / service areas / partners.

A commitment to on-going learning in the job

Working Conditions

Hybrid working - home and office
You will be required to participate in a phone/office cover rota.

Other Employment Requirements

As the demands on Local Government are changing, you will need to show that you are adaptable in your approach to accepting new work, challenges and ways of working.

ROLE SPECIFIC PERSON SPECIFICATION CUSTOMER DELIVERY ASSISTANT			
Criteria	Essential	Desirable	Assessment
Values and Behaviours			
We are Customer Driven	X		I, T, R

	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Educated to GCSE standard of education (minimum in Maths/ English), or able to demonstrate equivalent knowledge through experience.	X		
Q2	Willing to work towards a Customer Services or equivalent qualification.	X		
Knowledge				
K1	Good working knowledge of Microsoft office suite including Word, Excel, PowerPoint, Outlook etc and good keyboard skills	X		
K2	Commitment to and clear understanding of equal opportunities	X		
K3	Good oral and written communication skills with ability to explain things clearly to members of the public	X		
K4	Awareness of digital and social media uses in a customer service environment		X	
K5	Awareness of the principles and practical requirements of the Data Protection Acts (including GDPR)		X	
Experience				
E1	Experience of working in customer service or an office environment	X		
E2	Good organisational skills where working within defined processes and to deadlines was required	X		
E3	Experience of understanding and following procedures in order to respond to queries and requests in an accurate and methodical manner	X		
E4	Experience of using basic numeracy skills in the workplace to understand customer information and data.	X		
E4	Experience of working in a local authority/call centre/ public sector environment		X	

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)

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