



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Customer Service Advisor
Grade: 4
Directorate: Resources Directorate
Department: Customer Services
Responsible to: Customer Experience Manager

Purpose of the Job:

To provide a front line “one stop shop” service to members of the public telephoning, visiting and emailing the Council, with the overall purpose of resolving 80% of appropriate customer enquiries.

Main Responsibilities:

1. To take responsibility for resolving customer’s enquiries in professional efficient and sensitive manner, through the provision of accurate information advice and assistance, in accordance with the Council’s Customer Care policy
2. To provide general and specific information and advice to Councillors, partners and external organisations and to positively promote the Council at all times
3. To maintain positive networking through liaison with all Council departments to actively promote the role of the Customer Services team and establish a responsive and effective service to members of the public
4. To assist members of the public to make service requests and retrieve information about Council services by promoting alternative service delivery and access channels as appropriate
5. To positively promote the Council’s Corporate Complaints procedure and assist customers as appropriate
6. Be a part of the weekly team rota to cover the on-site front desk position

Generic statements

1. To provide information, help and advice to customers, over the telephone, face to face and by e-mail
2. To build relationships with our internal customers and to positively promote the Customer Services Team



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3. To record and maintain customer contact information accurately and in line with the available technology
4. To access and retrieve information from Council databases, back end systems and the internet as appropriate, in order to resolve customer enquiries
5. To actively seek advice from departments to enable “one stop” enquiry resolution and where appropriate, act as an advocate to pursue service requests on behalf of the customer
6. To identify and refer enquiries which may require further investigation by a professional officer or external agency sensitively and appropriately, ensuring that urgent matters are dealt with immediately
7. To process debit/credit card payments in line with the Council's financial regulations
8. To deal with complaints positively, swiftly and in accordance with the Council's complaints procedure
9. To maintain adequate stock levels of booklets, leaflets, forms and other printed material
10. To undertake core training and development as required
11. To ensure that no person or group of persons requesting services or information will be treated less favourably than any other person or group of persons on the grounds of sex, sexual orientation, race, nationality, ethnic origin, disability, marital status, age religion or belief
12. To respect the confidential nature of the work and protect personal information in accordance with data protection regulations and policies in place
13. As a term of employment, the post holder may be required to undertake other duties as may reasonably be required of you in the post and department mentioned above
14. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
15. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation



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and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

- 16.** This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Behaviours and outcomes

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

Dimensions

No line management responsibilities.

No budget responsibilities.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
GCSE level: English and Maths grade A – C or equivalent	A/I/D

Desirable	Method of Assessment *
Accredited Customer Service qualification e.g. NVQ level 2	A/I/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience of providing information and advice to the public in a Customer Services environment, over the telephone, face to face and email	A/I
Experience in using ICT systems to retrieve information	A/I
Ability to enter information quickly and accurately	A/I
Experience of Microsoft Office applications	A/I
Knowledge and understanding of latest guidance regarding data protection and freedom of information	A/I

Desirable	Method of Assessment *
Experience of providing information and advice to the public within the Public sector	A/I
Experience in Local Government	A/I
Knowledge of Council services and relevant legislation/policies	A/I



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SKILLS

Essential	Method of Assessment *
Enthusiastic and self-motivated	A/I
Willingness to learn new information and develop skills	A/I
Proactive and keen to use own initiative	A/I
Embrace the need for continuous assessment and feedback	A/I
Desire to work as part of a team	A/I
Integrity	A/I
Ability to handle confidential information appropriately	A/I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

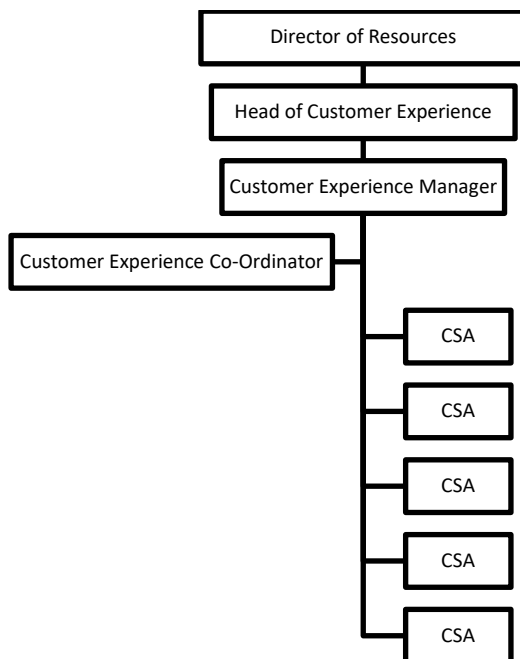
Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

* **A = Application Form D = Documentary evidence I = Interview T = Test**



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STRUCTURE



CSA = Customer Service Advisor

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
01.03.2024	No	Lizzy Dungworth Customer Services Team Leader
28/08/2024	Yes – Structure	Lizzy Dungworth – Customer Services Team Leader
10/09/2025	Yes – structure and clarification of on site needs	Lizzy Dungworth – Customer Experience Manager