

JOB PROFILE

Directorate:	Customer Experience
Service Area:	Customer Services
Job Title:	Customer Advisor
Grade:	C
Post Number:	M439
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Customer Service Team Leader
Responsible For:	N/A
Key Relationships/ Liaison with:	Head of Service Customer Service Delivery Manager Team Leaders and colleagues Officers in other services

Job Purpose

- Deliver an excellent customer experience by providing advice and, wherever possible, query resolution at the first point of contact. This includes all customer access channels including telephone, face to face, letter, email, web, web chat and SMS
- Provide a high quality & comprehensive information service, ensuring a consistently high level of experience for all customers, fairly and without discrimination.

Main Duties and Responsibilities

1.	Handling customer enquiries received by all customer access channels including telephone, face to face, letter, email, website, SMS or other correspondence within agreed enquiry handle and productivity target times and to agreed customer service and Council standards.
2.	To take responsibility for resolving customer enquiries and completing actions arising from these enquiries, including referral to service areas and external partners where appropriate.
3.	To present a positive image to customers and other individuals and organisations and promote the service by whatever means are appropriate and available
4.	To actively encourage customers to use the most efficient method to gain access to and information about council services.

5.	Act as a digital champion, encourage, educating and supporting residents to develop their digital capabilities and skills
6.	Ensure keep up to date with changes to legislation, policies and procedures across a wide range of business units to continue to provide a current and customer focussed service.
7.	To accurately record and extract information as required for the provision of excellent customer service
8.	To resolve enquiries at first point of contact where possible, following defined trained processes.
9.	To advise and support managers on relevant matters, including potential problems and complaints, affecting the service
10.	To take payments and process financial transactions in accordance with the Councils' rules and financial regulations.
11.	Undertake a range of clerical and administrative duties as required across the service
12.	To contribute to identifying and implementing customer service improvements
13.	To handle a range of different situations and react accordingly with tact diplomacy and empathy to diffuse potentially tense confrontations in a positive and calm manner.
14.	As a term of your employment, you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
15.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Yasmin Tarrant

Date: 20.10.2025

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	Essential	Desirable
<u>Qualifications</u> Educated to GCSE standard or above (or equivalent) Or Demonstrable experience identified within the section below.	 ✓ ✓	
<u>Experience</u> Proven experience of working in a customer service environment, utilising range of contact channels such as face to face, telephone, web chat etc. Experience of using multiple IT systems for data input and extract purposes Experience of working with vulnerable people in complex or challenging situations	 ✓ ✓	 ✓
<u>Skills / Knowledge</u> IT literacy including working knowledge of MS Windows Ability to analyse, interpret and explain information and accurately input data into multiple IT systems	 ✓ ✓	

	Essential	Desirable
<p><u>Interpersonal Skills</u></p> <p>Must be able to communicate clearly and effectively whilst being a good listener</p> <p>Able to create rapport and converse at ease with customers and provide advice in understandable spoken English</p> <p>Patient and methodical</p> <p>Calm and tactful</p> <p>Must be able to work as part of a team</p> <p>Enthusiastic and committed</p> <p>Positive approach to customer care</p> <p>Ability to work well under pressure</p> <p>Negotiation Skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p><u>Other requirements</u></p> <p>Ability to work shift patterns and the flexibility to work additional hours by agreement.</p> <p>Ability to work from home in a quiet and confidential area</p> <p>Available to cover team members absences at short notice</p> <p>An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>

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