



JOB PROFILE	
Directorate:	Customer Experience
Service Area:	Benefits and Revenues
Job Title:	Customer Experience Support Officer
Grade:	2
Post Number:	M600
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Customer Experience Manager
Responsible For:	N/A
Key Relationships/ Liaison with:	Benefits, Revenues and Customer Services, other Council Departments. Customers, customer representatives, stakeholders.

Job Purpose	
	<ul style="list-style-type: none"> • To undertake a range of administrative and customer-focused duties across the Customer Experience service. • Ensure a smooth administrative process and excellent customer service experience in relation to supporting the processing of Revenues, Housing Benefit and Local Council Tax Support and Customer Experience related processes. • Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	Undertake a range of administrative duties including processing of pre-assessment tasks related to revenue liabilities, benefit claims, entering data onto the computer database, and to support the work carried out by the Revenues, Benefits and Customer Experience team.
2.	Assisting with queries from Customer Services and other council departments, escalating cases where appropriate.
3.	Ensure all customer records are accurate and data is stored correctly within the document management and customer relationship systems.
4.	Managing and responding to customer enquiries.
5.	To meet individual objectives which contribute to achieving Service outcomes in a way which is responsive and flexible to changing needs.
6.	To contribute positively to the continuous improvement in the Revenues and Benefits Team and support the Council as a whole in its drive to achieve excellence.
7.	Provide support and assist with the preparation and delivery of team and corporate training provided by Revenues, Benefits and Customer Experience.

8.	Assist with the production and management of the Customer Experience service's training material.
9.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
10.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

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.

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore, **a DBS enhanced check (without a barred list check) is an essential requirement.**

Prepared by: Benefits Manager

Date: November 2025



Directorate:	Customer Experience
Service Area:	Benefits and Revenues
Job Title:	Benefits Support Officer
Grade:	B
Post Number:	TBC

	Essential	Desirable
<p><u>Qualifications</u></p> <p>GCSE Maths and English Grade 4 and above or equivalent level</p> <p>OR</p> <p>Demonstrable experience identified below.</p>	<p>✓</p> <p>✓</p>	
<p><u>Experience</u></p> <p>General administrative experience and answering telephone enquiries.</p> <p>Experience of working with IT systems including word, excel, or equivalents and other systems</p> <p>Experience of dealing with members of the public at work.</p> <p>Experience of working in a Revenues and Benefits service.</p> <p>Experience of working in a customer service environment.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p><u>Skills / Knowledge</u></p> <p>Excellent standard of IT literacy including working knowledge of MS Office and an understanding of how databases can be effectively managed.</p> <p>Excellent communication skills, able to communicate verbally and in writing with a wide range of people at all levels including both internal and external.</p> <p>Good administrative and organisational skills.</p> <p>Awareness of services provided by a Borough Council</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

	Essential	Desirable
Ability to work under pressure Ability to Learn new processes and procedures Ability to learn new IT systems	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<u>Other requirements</u>		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
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.	✓	

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