

## Job Details

Job Title:	<b>CUSTOMER SERVICES ADVISOR</b>
Post Number:	POST000111
Directorate:	Environmental and Community Services
Section:	Communications and Culture
Post Grade:	Tier: 5, Grade: D
Responsible to:	Communications and Customer Services Team Leader
Responsible for:	N/A

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## Job Purpose

- Respond to all customer enquiries in a timely way providing accurate information or referring on as appropriate.
  - Operate the cash handling system to enable residents to make payments to the Council.
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## Main Responsibilities

- Provide information in response to enquiries from members of the public about a wide range of Council services.
- Advise the public about how to complete benefit forms to ensure they receive the appropriate entitlements.
- Investigate payments without appropriate documentation to make certain they are credited to the correct account.
- Perform change of circumstances calculations for the residents of the Borough.
- Identify potentially fraudulent benefit claims and refer to colleague elsewhere in the Council.
- Process customer payments for example; Council Tax.

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## **Decision making**

- N/A
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## **Financial Responsibilities**

- Cash handling, processing of cheques, postal orders, credit/debit cards. Collect money from car park ticket machines.
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## **Key Contacts / Relationships**

- N/A
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## **STANDARD CLAUSES**

### **Health and Safety**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

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.

### **Equality and Diversity**

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

### **Training**

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

### **Performance Management**

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

## **Confidentiality**

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

## **Customer Care**

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

## **Environmental**

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

## **Safeguarding Children and Vulnerable Adults**

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

## **Other Duties**

This job description sets out the duties and responsibilities of the post 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 themselves justify a reconsideration of the grading 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.

**Produced by:**           **Customer Service Manager**

**Date:**                   **23 July 2009**

**Version:**              **1.1 – 24 February 2022**

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## **Declaration**

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

# PERSON SPECIFICATION

**Job Title:** CUSTOMER SERVICE ADVISOR

**Post Number:** POST000111

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## EXPERIENCE

### Essential Criteria

- Experience in a Customer Services environment. A/I

### Desirable Criteria

- Experience of cash handling and reconciliation. A/I
  - Experience of providing services related to Housing and Council Tax. A/I
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## QUALIFICATIONS

### Essential Criteria

- A good standard of general education with evidence of good literacy and numeracy skills. A/D

### Desirable Criteria

- Educated to good GCSE standard, NVQ Level 3 or equivalent. A/D
  - NVQ Level 3 Customer Services. A/D
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## SKILLS & KNOWLEDGE

### Essential Criteria

- Ability to work on own initiative and as part of a team in multiple choice situations and to use your judgement. A/I/T
- Ability to deal competently and diplomatically with members of the public and staff, sometimes in difficult situations. A/I
- Ability to use a range of ICT systems for the efficient delivery of duties and responsibilities. I

### Desirable Criteria

- Working knowledge of the services provided by the Customer Services. A/I
- Knowledge of systems and procedures relating to cash collection, recording and reconciliation. A/I
- Knowledge of eligibility for Council Tax exemptions and discounts, Universal Credit, Housing and Council Tax Support. A/I

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## **OTHER REQUIREMENTS**

### **Essential Criteria**

- Demonstrate strong customer focus and a commitment to service improvements. |
  - An enthusiastic attitude but tactful, discrete and sensitive to the needs of the customer. |
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### **ASSESSMENT KEY:**

A Application | I Interview | T Test | D Documentation

**Version: 2.0 – 19 May 2021**