STROUD DISTRICT COUNCIL
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JOB DESCRIPTION

April 2026

Designation:	**Customer Contact Officer**
Grade:	**Stroud 3**
Hours:	**37**
Location:	Ebley Mill
Job Purpose:	**To work as part of a team providing an excellent customer experience to those accessing our services by telephone, in person or online ensuring that where possible enquiries are resolved at the first point of contact.**
Responsible to:	**Customer Contact Team Leader**
Responsible for:	**No supervisory responsibility**

KEY DUTIES

- Provide an efficient and effective customer experience to those accessing our council services, through various contact channels, aiming to resolve enquires at the first point of contact.
- Ensure a consistent and high-quality service to all by adhering to "Our Service Standards" and role modelling SDC Values and Behaviours.
- Be able to communicate effectively with a diverse range of customers with various needs and requirements.
- Liaise with other service areas to ensure effective service delivery.
- Facilitate customer feedback and assist in identifying solutions to improve service delivery.
- Actively engage with any training and coaching delivered by internal or external providers.
- Provide accurate information and process service requests by inputting data electronically using a range of Council databases and our corporate Customer Relationship Management (CRM) system i.e., Liberty, Civica and Gov.pay.
- To understand and keep up to date with service developments, Council policies, relevant legislation and procedures, to ensure advice given to customers is accurate and appropriate.
  Create and accurately maintain all electronic records ensuring compliance with the General Data Protection Regulation (GDPR)

SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of working with the public

- IT literate
- Ability to manage own time and workload
- Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity

COMPLEXITY AND CREATIVITY

- To respond to queries, service requests and complaints
- To have a broad knowledge of all Council services at parish, district and county levels
- To aim for each transaction to exceed the customer's expectations
- To work under own initiative when located at external locations
- To be proactive and involved in service delivery improvement initiatives Work requires the exercise of creativity within the general framework of recognised procedures

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Community Access & Engagement Manager
- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public
- Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action

RESOURCES

Little or no responsibility for physical or financial resources

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.
- To undertake all appropriate duties required to meet the Council's safeguarding obligations according to the Children's Act (2004), Working Together to Safeguard Children Statutory Guidance (2018), the Care Act (2014) and the Care and Support Statutory Guidance (2014), Mental Health Capacity Act (2005), and Deprivation of Liberty Standards (2007).

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.