Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Job Description

Job Ref:	26/CSG/18
Job Title:	Customer Service Advisor
Duration:	Temporary to 31 October 2027 (maternity cover)
Reports to:	Customer Services Team Leader
Responsible to:	Head of Corporate and Strategic Services
Location:	The Grange, Omagh (Covering Connect Centre, Omagh if required)
Directorate:	Corporate Services and Governance
Hours:	37 hours per week (Monday to Friday on a flexible rotating basis between 8.30am and 5.30pm) *The postholder will be required to work as part of a small team to ensure that cover is in place to provide services to the public.*
Salary:	Scale 4 SCP 9 – 13; £28,153 - £30,023 per annum

Main Purpose of the job:

The postholder will act as the first point of contact for members of the public seeking to access a full range of Council services and transactions, including operating the telephone system to ensure all incoming calls are handled efficiently, professionally, and routed to the correct destination.

They will, as part of a team, ensure that services are convenient and accessible and delivered to the highest possible standards of Customer Service and strive to ensure our customer service standards are met and a wide range of enquiries and transactions are dealt with at the first point of contact.

The postholder will be required to maintain an up-to-date knowledge of Council services and functions and ensure the relay of accurate and up to date information to members of the public.

Duties and responsibilities:

1. To deal with a wide range of Council enquiries within the customer service environment as first point of contact via telephone, letter/e-mail, face to face, and other mediums.

2. To adhere the Council's Customer Services Standards including –
    a. Be prompt, approachable, professional and helpful
    b. Treat you fairly and with respect
    c. Respect your privacy
    d. Be open and accountable
    e. Provide straightforward information and respond quickly and efficiently to request for Council services

3. To provide information and services to internal and external customers covering a variety of service areas, including using the appropriate electronic systems, databases and other sources of information.

4. To take responsibility for recording initial customer contact and obtaining all information necessary to process or resolve queries, in accordance with GDPR regulations and aiming to resolve the majority of customer contacts as far as possible to conclusion without referring the customer to other staff or department.

5. To aim to exceed customer expectations by effectively managing the customer care process by interpreting queries/problems generated by customers in order to provide solutions to meet their needs.

6. Supporting the creation, development and maintenance of the Customer Relationship Management system.

7. Liaise with other Council departments and public services and signpost customers as necessary, e.g. Northern Ireland Housing Executive, Department for Infrastructure -Roads etc and provide advice and information on a range of services to the customer and assist the customer to make contact.

8. Be willing to learn new systems and adopt a flexible approach to allow the delivery of new services and improvements as required.

9. To demonstrate a culture of openness and accessibility of Council services through all customer contacts.

10. To promote Council initiatives and ensure customer views and ideas are fed back into the management information system.

11. To continuously develop knowledge and skills of Council and other Public Services to improve and develop the service provided.

12. To undertake the role of nominated person (Requisitioner) for the collating and ordering of stationery in accordance with the Stationery Ordering Procedure at the Townhall and Connect Centre Enniskillen.

13. To undertake associated administrative work to other managers in the Council as directed in relation to specific reports, projects, analysis of questionnaires, compilation of statistics and reports arising from customer contacts whilst making optimum use of Information Technology in the production of all letters, reports, papers and research.

14. To undertake the administration of the room booking system for the Townhall and the Connect Centre Enniskillen as required.

15. Directing incoming post and preparing outgoing post for despatch as required and complete daily postage expenditure.

16. Proactively contact customers in a structured manner in order to gather customer information, including satisfaction with service provision, and analyse and report on findings.

17. To enhance and develop the services offered to customers through assistance with bookings relating to Council Services.

18. To improve and broaden the scope of services provided both internally and externally.

19. Be an active member of the team, participating in meetings as required and contributing ideas, suggestions and feedback to team leader.

20. To be involved in Council projects as and when required such as changing processes and procedures, service improvement, or undertaking customer satisfaction surveys.

21. Process customer requests to pay for services via cheque or debit/credit cards, or process cash payments and lodgements using appropriate payment facilities in accordance with the Council's financial regulations.

22. Any other duties of a similar nature including administrative duties related to this post that may be required from time-to-time.

General:

23. To comply fully with all Health and Safety at Work legislation in accordance with the Council's Health and Safety at Work policy and all associated procedures and guidance.

24. To comply with all the Council's Policies and Procedures including the Employee Code of Conduct and the Employee and Councillor Working Relationship Protocol.

25. To promote the Council's equal opportunities policies and avoid all forms of discrimination as an employer and a service provider.

26. To implement all Financial and Procurement policies and procedures.

27. To comply with employee responsibility in relation to all records held, created or used as part of the Council's business. All records, paper or electronic, are public records and accessible by the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and the Data Protection Act 1998.

28. Undertake the duties of the post at all times in a manner that enhances and promotes the positive image of Fermanagh and Omagh District Council.

29. Keep up to date with learning and development opportunities to ensure adequate skills and knowledge are maintained to allow effective performance in the role.

30. Undertake other duties, assigned from time to time, consistent with the nature and level of the post.

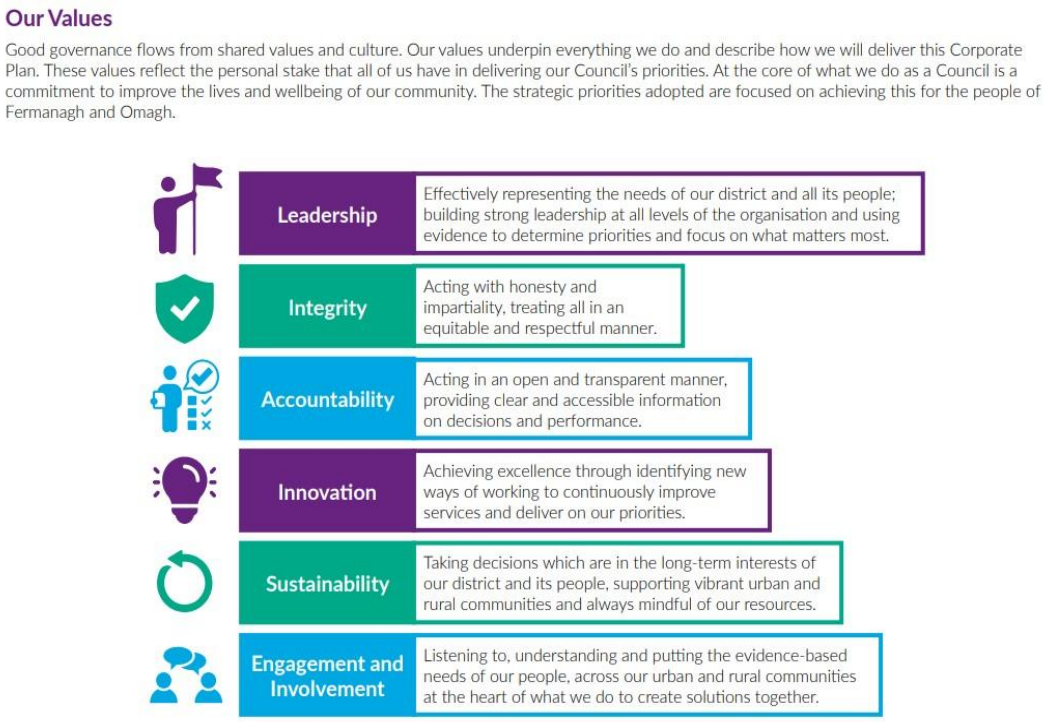
The postholder should be aware that the responsibilities of the post may be subject to change to meet the needs of the Council. The Council, therefore, reserves the right to change the duties of the post by adding to or amending the range of responsibilities. The postholder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

Person Specification

Essential Criteria	**Method of Assessment:**
Hold a NVQ Level III in Customer Services/Administration or equivalent relevant qualification **AND** A minimum of one year's **relevant experience **OR** In the absence of the above qualification, a minimum of two years **relevant experience **Relevant experience must include evidence of: a) Delivering excellent customer services by responding effectively to a range of customer enquiries b) Communicating effectively with a range of stakeholders c) Ability to promote a positive image of the Council	Application Form and Interview
Competence in the use of Information Technology e.g. internet, email, Microsoft, Word, and excel.	Application Form and Interview
A working knowledge of the range of services which the Council provide	Application Form and Interview
Access to a form of transport to meet the needs of the post	Application Form
Desirable Criteria	
Three years relevant experience in a) to c) above	Application Form and Interview
Experience of operating a Customer Relationship Management System	Application Form and Interview
The criteria may be enhanced to facilitate shortlisting.	

Behavioural Competencies

The Council's Competency Framework sets out the behaviours that have been identified for effective performance in this role and these are correlated to the Council's Values framework. Competencies will be assessed and monitored throughout the selection process. A definition has been provided including examples of positive indicators and more information on the competency framework can be found at:
http://www.lgsc.org.uk/fs/doc/Competency%20Framework%20for%20Local%20Government.pdf



Behavioural Competencies	Level: Frontline
Sustainability	
How we Work with Others - Meeting Customer Needs Establishes the needs of customers and strives to ensure that these are met	
Integrity	
How we Manage Ourselves - Managing Our Own Work Plans, structures and prioritises own work to achieve optimum results	
Engagement & Involvement	
How we Manage Ourselves - Communicating with Impact Presents a positive image by communicating effectively, being resilient and treating people fairly **How we Manage Ourselves - Influencing Outcomes** Adapts style and approach to achieve effective outcome	

Hours of Work:

37 hours per week (Monday to Friday on a flexible rotating basis between 8.30am and 5.30pm)
The postholder will be required to work as part of a small team to ensure that cover is in place to provide services to the public.

Salary:

Scale 4 SCP 9 – 13; £28,153 - £30,023 per annum. The postholder will be paid monthly into their bank/building society account.

Employment of People with Convictions

The Councils policy on Employment of People with Convictions; and A Code of Practice is available to all applicants to download under “related documents”.

A criminal record will not necessarily be a bar to obtaining a position.

Fermanagh and Omagh District Council complies fully with AccessNI’s Code of Practice regarding the correct handling, use, storage retention and disposal of Disclosure Applications and Disclosure information. We also comply fully with our obligations under the General Data Protection Regulation (GDPR) and other relevant legislation pertaining to the safe handling, storage, retention and disposal of Disclosure information.

Access NI Code of Practice can be obtained from www.accessni.gov.uk. Once the retention period has elapsed, the HR service will ensure that any disclosure information is immediately destroyed by secure means. AccessNI have published a Privacy Notice on the Department of Justice website which can be found at https://www.justice-ni.gov.uk/publications/ani-privacy

General

Multiple positions available.

The appointment will be subject to:

a) Satisfactory references from two referees (one of which should be from the present or previous employer).
b) The terms and conditions of employment of Fermanagh and Omagh District Council.
c) A satisfactory standard of attendance, conduct and performance in carrying out the duties of the post.
d) The satisfactory completion of a probationary period of six months and an interim probationary period of three months.
e) A satisfactory receipt of a Basic Access NI Disclosure Certificate.
f) The terms of the Northern Ireland Local Government Pension Scheme.
g) The production of evidence of educational and/or professional qualifications as listed on the Application Form.
h) A medical report by the Council’s Medical Examiner which confirms fitness for employment in the position.

Applying Online and Recruitment Correspondence

Fermanagh and Omagh Council encourages applicants to apply on–line via www.fermanaghomagh.com/careers.

This system requires applicants to have access to an email account for correspondence in respect of the progress of the recruitment process i.e. Invite to Interview etc. Applicants are reminded to regularly check their email during the recruitment process including the 'junk' folder in case our correspondence is automatically re-directed there.

Applicants should be aware that we are unable to amend any arranged recruitment process in the event of correspondence being sent to 'junk' mailbox or unread emails. Similarly, this applies to postal mail.

If your personal details change during the recruitment process, please ensure you email the hr@fermanaghomagh.com of the amendment(s) as this could impact on your application should you be progressed to the later stages of the selection process.

Application forms must be returned not later than **12 noon on Monday 23 November 2026.**