JOB DESCRIPTION

Post: Customer Advisor

Directorate: Environmental Services & Sustainability

Department: Climate, Sustainability and Parks

Location: Kinnego Marina, Craigavon, however the post holder may be required to work at other locations throughout the Borough

Reports to: Duty Manager

Salary: Scale 4 SCP 9-13 £28,153- £30,023 per annum pro-rata for part time staff (Full time equivalent is based on 37 hours per week). Weekend enhancement may be earned.

Hours: 22.75 hours per week on a rota basis.

This rota may be subject to change. The post holder will be required to work outside normal hours including public holidays, evenings and weekends to facilitate the needs of the Service.

Summer		Mon	Tue	Wed	Thu	Fri	Sat	Sun		
week 1	Start	09:30	09:30	00:00	00:00	00:00	09:30	09:30		
	Finish	17:00	17:00	00:00	00:00	00:00	17:00	17:00		
	Lunch	00:30	00:30	00:00	00:00	00:00	00:30	00:30		
	Total Hrs	07:00	07:00	00:00	00:00	00:00	07:00	07:00		
	Paid Hrs	7.00	7.00	0.00	0.00	0.00	7.00	7.00	28.00	14.00
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours	Weekend Hours
week 2	Start	00:00	00:00	09:30	09:30	09:30	00:00	00:00		
	Finish	00:00	00:00	17:00	17:00	17:00	00:00	00:00		
	Lunch	00:00	00:00	00:30	00:30	00:30	00:00	00:00		
	Total Hrs	00:00	00:00	07:00	07:00	07:00	00:00	00:00		
	Paid Hrs	0.00	0.00	7.00	7.00	7.00	0.00	0.00	21.00	0.00
Winter		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours	Weekend Hours
Week 1	Start	00:00	09:30	09:30	00:00	00:00	09:30	09:30		
	Finish	00:00	17:00	17:00	00:00	00:00	17:00	17:00		
	Lunch	00:00	00:30	00:30	00:00	00:00	00:30	00:30		
	Total Hrs	00:00	07:00	07:00	00:00	00:00	07:00	07:00		
	Paid Hrs	0.00	7.00	7.00	0.00	0.00	7.00	7.00	28.00	14.00
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours	Weekend Hours
Week 2	Start	00:00	00:00	00:00	09:30	09:30	00:00	00:00		
	Finish	00:00	00:00	00:00	17:00	17:00	00:00	00:00		
	Lunch	00:00	00:00	00:00	00:30	00:30	00:00	00:00		
	Total Hrs	00:00	00:00	00:00	07:00	07:00	00:00	00:00		
	Paid Hrs	0.00	0.00	0.00	7.00	7.00	0.00	0.00	14.00	0.00

Total Hours	91.00
Average Hrs	22.75
Weekend Hrs	28.00

Duration: Permanent

All employees are expected to model the Customer Care behaviours of "Serve Passionately, Engage Positively and Deliver Consistently."

JOB PURPOSE:

Committing to the one-team ethos, you will be flexible and collaborative and you will actively support all colleagues and other activities necessary to deliver the service objectives.

As a Customer Advisor, you will deliver an excellent customer experience. You will engage positively with customers, understanding and meeting their needs as appropriate.

MAIN DUTIES AND RESPONSIBILITIES:

1. Meet and greet customers/potential customers (face to face in the Reception area, by phone, or by digital media) and provide them with the information and services needed to allow them to participate in their desired activity.

2. Deal with all customer enquiries and concerns, escalating to other team members as appropriate.

3. Operate the Front of House software and maintain information databases.

4. Process bookings, memberships and transactions, including shop sales.

5. Monitor entry/exit through the access control system.

6. Process financial transactions, including all payments, cash-handling and reconciliations. Prepare lodgments for the receipt of monies for sales and services, ensuring correct cost code is allocated to each transaction, before forwarding to the bank.

7. Using the Council's financial system, raise invoices for debtors for supply of goods and services. Raise purchase orders, mark goods received and process all invoices in line with the Council's Financial Regulations, Procurement and other relevant policies/procedures.

8. Manage the facilities digital and social media communications in order to maximize customer engagement.

9. Organise customer information sources e.g., leaflets and TV displays.

10. Undertake facility tours.

11. Promote and/or sell all products and activities within the Leisure Services portfolio.

12. Remain fully conversant with all emergency procedures and take part, as trained and directed in emergency situations.

13. Assist the Administrative Assistant, as required.

14. Be flexible and collaborative and actively support all colleagues and other activities or processes which impact on the performance of the facility.

15. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.

In addition to the standard pre-employment checks, this position will also be subject to receipt of a satisfactory Basic Access NI check.

Please note that completed applications must be submitted no later than the closing date and time as stated on the application form.

Human Resources Section (Craigavon Office)
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November 2026