HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Customer Services Advisor (Full-time) GRADE: 3

SERVICE AREA: Customer Services POST: CS6

ACCOUNTABLE TO: Customer Service Manager

REPORTS TO: Customer Service Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

2. This post is based at The Symington Building in Market Harborough.

3. Whilst working in the office employees should always dress appropriately as you may be required to meet customers and undertake appointments.

4. A basic DBS check is required for the post.

5. Your hours of work are full-time, 37 hours per week on a pre-Agreed rota basis to meet the needs of the business. Rotas are subject to review and can be varied with reasonable notice. The service operates Monday to Friday. The role is for a fixed term of 6 months to start in January 2027

DATE ISSUED: November 2026

JOB PURPOSE:

To work as part of a team deliver first class, professional customer service, both internally and externally, through a one-stop-shop approach. This will be achieved by using a range of communication methods such as telephone (with headset), email, webchat, social media and face-to-face. You will ensure that customer enquiries are resolved at the first point of contact to maximise customer satisfaction. This is complemented by the efficient and flexible service delivery and ensuring all enquiries are processed to the required performance standards complying with Council’s policies & procedures.

JOB ACCOUNTABILITIES:

1. To take responsibility for dealing with customer requests through to a satisfactory outcome.

2. To make an effective assessment of customers' needs, referring to specialist service officers where appropriate.

3. To utilize Council's software systems and Council's internet site to progress customer service request.

4. Process payments, ensuring proper procedures are adhered to in accordance with service standards. Promote alternative, more cost-effective methods of payment.

5. Recognise the changing needs of the service making recommendations to the Team Leader for service improvements.

6. Actively contribute to a unified environment by working within the wider Customer Services team and maintained relationships with staff from other services areas.

7. To confidently handle a range of different situations and react accordingly with tact, diplomacy and empathy.

8. Attend and participate in corporate training as required for ongoing personal and professional development.

9. Provide clerical and administrative duties as required.

10. As a term of employment, the post holder may be required to undertake other such duties as may reasonably be required of you in the post and team mentioned above or in a comparable post in any of the Organisation's other teams at any of the Authority's establishments.

11. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety and Communication and involvement policies

<u>Health and Safety</u>

12. To be familiar with and always comply with:

    - the Council's general health and safety policy,

    - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and

    - local department specific health and safety procedures as amended or added to from time to time.

13. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager for action.

14. To take reasonable care for the health and safety of yourself and of other people who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

15. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

16. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

Harborough District Council – Person Specification

JOB TITLE: Customer Services Advisor					
TEAM: Customer Services	**POST NO:** CS6	**GRADE: 3**		**FIXED TERM**	**WEEKLY HOURS: 37**
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)		ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIRMENTS: (Where available, elements that contribute to improved/immediate performance of the job)	
Experience		Experience of working in a customer service environment such as telephony and face to face	App, Int	. Experience of working in a contact or call centre	App
				Experience of working in the public sector.	App
		Experience of electronic communication e.g. email and website	App, Int		
				Experience of working in the local community as a volunteer.	App
		Handling payments	Int		
				Previous experience of working in a district or borough council.	
		Experience of working with a range of computerised systems to retrieve customer information and capture data correctly.	App, Int		
Skills and Knowledge		Interpersonal skills sufficient to deal effectively with our customers.	App, Int	Completion of Customer Service training programmes (NVQ customer services).	App
		Customer Services skills – can demonstrate going the extra mile, empathy and diplomacy.	App, Int	Knowledge of Revenues and Benefits	App
				Knowledge or experience of services provided by a District council	App
		Ability to remain calm when dealing with emotional, difficult or stressed people.	Int		
		Customer focused.	Int		
		Accurate data entry skills-sufficient to enter information quickly whilst ensuring attention to detail.	Int, Exer		
		Can demonstrate the ‘Right First Time’ approach with all tasks.	Int		
		Ability to learn information quickly.	Int		
		Ability to ‘multi-task’ and prioritise workloads.	Int		

	Ability to work in a pressured environment.	Int, Exer		
Other	Flexible approach, self-motivated and a team player Commitment to equal opportunities and anti-discriminatory practices. Commitment to raising our standards of customer care. Open to change to improve service delivery. The high public profile of the post requires a high level of professionalism, tact and diplomacy. A basic DBS check is a requirement of this role	App Int Int Int Int Int DBS		

Please note that: You should clearly state how you meet the requirements of the Person Specification, providing evidence where possible. Additional/Useful requirements listed may be used for sifting purposes.

Key:

- App = To be scored form the Application Form
- Int = To be scored from the Interview
- Exer = To be assessed with an assessment/exercise.