

Post Specification

Post Specification - Key Information

- **Post Title: Customer Service Advisor**
- **Date: September 2025**
- **Post Group Number: 8800**
- **Job Family: Customer Engagement**
- **Job Family Role Profile: CE6**
- **Final Grade: 7**

To be read in conjunction with the job family role profile.

Service Area Description

The Customer Service Centre is a key delivery mechanism to deal with all in person transactions, digital transactions and telephone enquiries, resolving as much as possible by a single customer service team approach.

Wherever possible we encourage the self-serve model and facilitate digital service delivery, reducing demand for phone and in-person interaction so resources can be focused to those most in need, ensuring customers are satisfied with their experience and that service delivery is citizen centred and seamless between services and partner organisations, promoting a “Tell us once” approach.

We will better understand and help customers to overcome barriers to accessing services that some people experience, promoting inclusivity by working to remove barriers such as poverty, trauma, physical accessibility, neurodiversity, rurality and low income.

Purpose of this Post

Working as part of a team you will provide excellent customer service on a wide range of council services. Taking a non-judgemental approach, you will communicate effectively to understand the customer’s needs, aiming to resolve a wide range enquiries at first point of contact. You will be confident in signposting to community assets and third sector partners where appropriate to make every contact count.

Key Job Specific Accountabilities

- To provide clear advice and guidance through multiple channels while applying a holistic approach to customer service, so that we can connect customers to a network of support to meet their needs at first point of contact where possible.
- Have an awareness of the continuous development of services and provide an understanding of service areas to customers, clearly communicating any campaigns and changes in policy to help customers understand our operating model, identifying their desired outcome and the best resolution.
- Proactively resolving complex or contentious concerns using an appropriate escalation route as required

- Keeping up to date with statutory policies and internal procedures ensuring delivery of the Council Plan while being clear around what customers can and cannot expect.
- Liaising with internal and external stakeholders to ensure we provide service in line with statutory timescales, service requirements and service level agreements, while putting customers at the heart of everything we do.
- Maintaining accurate and detailed records of customer interactions through the relevant customer relationship management systems, ensuring customers can track their enquiries, services can update on progress, and data is managed securely.
- Developing effective working relationships across the Customer Service Centre with the ability to provide support for the Delivery Team Leads where required, to ensure all our services are delivered efficiently
- Demonstrate a person-centred approach to communication, having the ability to cater services towards those with protected characteristics.
- To support continuous development of colleagues in a collaborative working environment
- Monitoring and processing financial transactions in line with service requirements.
- Adhering to health, safety and security procedures.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** N/A
- **Staff Management Responsibilities:** Provide instruction, support, and training to colleagues
- **Other:** N/A

Essential Criteria

Qualifications: (Required qualifications for the post)

- NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area

Knowledge: (Essential knowledge required for the post)

- ICT competent with skills relevant to customer services
- Proven experience of using databases and customer relationship management systems
- Willingness to undertake training to support delivery of the service

Experience: (Essential experience required for the post)

- Delivering enhanced customer service in a non-judgemental way.
- Experience of working within an office environment
- Ability to record, maintain and communicate complex information accurately within established deadlines.
- Ability to work flexibly to meet demands across the service area, working with minimum supervision and applying your own initiative

Expertise: (Essential expertise required for the post)

- Ability to work competently within a complex service area, utilising multiple channels and technology, following established processes and procedures.

Disclosure and Barring Service (DBS) Checks

- This post requires a Basic DBS check.

Job Working Circumstances

Emotional Demands

Regularly dealing with:

- Complex and challenging behaviours from members of the public via telephone and in person.
- Some general abusive language and aggressive behaviour witnessed and directed at the post holder as the representative of the Council.
- Listening to information which at times can be distressing.
- Working in a high pressurised environment due to volume of workload.

Physical Demands

- Working at a computer screen for lengthy periods of time

Working Conditions

- Office/Hybrid environment sometimes dealing with sensitive matters.

Other JWC Factors: N/A

Other Factors

- To model and display the corporate standards of behaviour.
- Travelling to various locations to support colleagues in Westmorland and Furness Council when required.
- Willingness to support emergency response activity