



Job description			
Job title	Customer Service Advisor		
Grade	F		
Directorate	Resources		
Service/team	Customer Services		
Accountable to	Customer Service Team Leader		
Responsible for	N/A		
JE Reference		Date Reviewed	May 2025

### Purpose of the Job

To provide first point of customer contact resolutions for a diverse range of services. To achieve the team and individual service targets and to ensure quality standards are met.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To provide first point of contact point for all customers;
- To support customers to access and use online services via public computers and tablet; and
- To be able to handle customer contact both face to face and via the telephone and online chat for the following services:
  - Neighbourhood services
  - Highways
  - Licensing
  - Registrars
  - Elections
  - Planning and Building Control
  - Housing Benefit and Council Tax
  - Children Social Services General Enquiries
  - Emergency Support
  - Financial Inclusion



- Home to School Transport
  - Blue badge
1. In addition to the above, any further services brought into Customer Services that are commensurate with the grade;
  2. Ensure that the high standards of housekeeping within the working environment are maintained;
  3. Ensure that all appropriate methods are used to obtain a speedy resolution to enquiries;
  4. Accurately maintain records, documents and filing systems
  5. Assist in the production, review and updating of procedure notes, manuals and documents as appropriate;
  6. Adhere to procedure notes, manuals and documents;
  7. Participate in projects designed to improve the quality of service provided;
  8. To demonstrate a customer care ethos and promote online channels to comply with legislative and statutory requirements;
  9. To provide flexible support via all Customer Service Centres across the borough subject to business need;
  10. To test and support the implementation of new/updated systems and processes;
  11. To deal with and, if appropriate make enquiries within the council or other agencies;
  12. The Processing of all types of Benefit claims via the telephone or face to face, and documentation associated with a claim, to Verification standards and in accordance with Regulations, Council Policies, best practice and performance targets;
  13. To make arrangements with customers experiencing financial difficulties in relation to council tax or overpayment of benefit within guidelines;
  14. Referral of cases for appropriate action in the event of the discovery of potential cases of fraud; and
  15. Liaise with internal and external customers and/or organisations as necessary;

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.



## Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.