



Job Title:	Customer Service Advisor
Service Area:	Digital, Programme Management & Customer Services
Team:	Customer Services
Salary:	Band 2 - 3 (SCP 5 to 11)

Job Description

Main Purpose of Job:

You will be a part of a highly skilled and committed team of professionals delivering Customer Services for the Council, offering a first-class customer experience and maximising value for money.

You will be responsible for maintaining excellent customer satisfaction ratings and resolving customer enquiries via multiple channels including: telephone, email, web-chat, social media, text message and face-to-face.

You will deliver a wide range of Council services directly to the customer and seek to resolve enquiries at the first point of contact. You will also take advantage of opportunities to resolve multiple enquiries at the same time helping the realisation of efficiency gains and enhancing the customer experience.

Our Values

You will be expected to work in line with our values which are:

Proud - Believing in who we are, what we do and where we live

Dynamic - Transforming the future with you in mind

Truthful - Honest and clear in all we do

Good Value - Delivering outstanding services, smartly & economically

United - Whoever we work with, we work as one team

Key Responsibilities:

1. To provide advice, information and case resolution for a range of customer enquiries on Council services via multiple channels including: telephone, email, web-chat, social media, text message and face-to-face.



Job Title:	Customer Service Advisor
Service Area:	Digital, Programme Management & Customer Services
Team:	Customer Services
Salary:	Band 2 - 3 (SCP 5 to 11)

2. You will follow up the commitments you make to the customer and act upon them in a timely manner and in line with the Customer Service Standards.
3. To deliver the above using all customer access channels and from the required locations.
4. To build relationships with colleagues and customers inspiring their trust in both you and the Council.
5. Maintain up to date knowledge of Council services delivered by the Customer Services team (Elections, Environmental Services, Garden Waste, Gateway to Homechoice, Housing Needs, Land Charges, Revenues & Benefits, Southwold Camping etc.), acting as a Specialist in these areas and providing advice and support to customers.
6. To use all appropriate IT systems, (e.g. CRM, Civica, Capita, Elector8, Pay.net) used within Customer Services and corporate systems used by the Council.
7. To have knowledge of and be able to support customers to use all digital platforms used by the Council to access information and to handle customer enquiries.
8. To proactively seek out and resolve potential issues before they arise, escalating more complex issues as appropriate.
9. To recommend service improvement opportunities both within Customer Services and the wider Council.
10. Where appropriate, promote and encourage lower cost contact channels including self-service, web chat and email. Promote digital access channels.
11. Maintain and update customer records ensuring accurate and relevant information is captured (Customer Relationship Management CRM) in compliance with GDPR regulations.
12. To communicate effectively and collaboratively with Partners working across East Suffolk (DWP, ARP, Norse, Housing) in order to support and resolve customer enquiries.
13. To ensure all services are provided in line with the teams Cultural Values at all times.



Job Title:	Customer Service Advisor
Service Area:	Digital, Programme Management & Customer Services
Team:	Customer Services
Salary:	Band 2 - 3 (SCP 5 to 11)

14. Undertake administration tasks as required including the production of correspondence and documentation in line with the Council's Corporate Standards for written communications.
15. Apply appropriate and effective communication techniques when dealing with customers including diffusing conflict and managing sensitive situations.
16. The recording of customer feedback including compliments, comments and complaints.
17. To promote and adhere to the workplace values of our organisation.

Line Manager: Customer Services Team Leader

Note: This is a description of the job as it is constituted at (**March 2025**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of both Councils to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Councils reserve the right to insist on changes to the Job Description after consultation with the postholder.



Job Title:	Customer Service Advisor
Service Area:	Digital, Programme Management & Customer Services
Team:	Customer Services
Salary:	Band 2 - 3 (SCP 5 to 11)

Personal Specification

	Essential	Desirable
Knowledge and Experience	Band 2 requirements: - Experience using and applying IT systems and office software. Band 3 requirements: As above, plus 18 months demonstrable work experience within a comparable Customer Services Team. - Understanding of services delivered by the Council. - Experience of taking payment over the phone.	- Experience of taking payment over the phone. - Knowledge of Council Tax & Housing Benefit legislation. - Knowledge of GDPR. - Knowledge of Housing and Homelessness legislation.
Skills and Abilities:	- Excellent communication skills. - Quick and accurate keyboard skills. - Numeracy Skills. - Ability to work under pressure and with a high volume of calls. - Ability to remain calm when dealing with emotional, difficult or distressed people. - Awareness of personal responsibilities in dealing with sensitive and confidential issues, with the ability to demonstrate neutrality and remain professional at all times. - Ability to work on own initiative and from varied locations.	



Job Title:	Customer Service Advisor
Service Area:	Digital, Programme Management & Customer Services
Team:	Customer Services
Salary:	Band 2 - 3 (SCP 5 to 11)

Education and Training	Band 2 Requirements: 4 GCSE's at Grade C or above in English and Maths or equivalent Band 3 Requirements: As Above plus 18 months relevant experience and training within a customer services environment	NVQ Level 3 Customer Services qualification or equivalent.
Values: Ability to demonstrate an understanding and apply our values which are embedded in all our roles.	Proud - Believing in who we are, what we do and where we live Dynamic - Transforming the future with you in mind Truthful - Honest and clear in all we do Good Value - Delivering outstanding services, smartly & economically United - Whoever we work with, we work as one team	
Other Requirements	- Basic DBS check - A positive approach to change. - Commitment to Safeguarding Children and Young People. - Ensure data quality. - A Commitment to the Corporate Customer Service Standards. - Commitment to Equal Opportunities. - Commitment to Corporate Working. - Commitment to Diversity.	