

Job Description

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| Service: | Customer Service |
| Job title: | Customer Service Advisor |
| Grade: | Grade D £27,438 pro-rata |
| Hours of work: | Full-time (37 hours) Fixed term 12 months |
| Responsible to: | <ul style="list-style-type: none"> Customer Service Team Leader |
| Responsible for: | None |
| Health Considerations/ Risk/ Surveillance Required: | <ul style="list-style-type: none"> Habitual Visual Display and headset/telephone unit user. May be required to sit for long periods of time at workstation. May be required to spend long periods of time in front of computer screen. Working within a fast-paced and emotionally demanding environment. Will be required to spend extended periods of time wearing a headset and in front of a computer. |

About the role

An exciting opportunity has arisen to join our Customer Service team. You will be part of a skilled and committed team delivering the Council's Customer Contact Service, aiming to provide a first-class customer experience while ensuring value for money.

Customer Services are the first point of contact for residents accessing Council services, handling enquiries across multiple communication channels, including face-to-face, telephone, and email, using excellent communication skills at all times. The main access channel is telephone-based, meaning this is primarily a call-centre role, however, there may be opportunities to undertake additional training to support other channels.

Customer Service Advisors provide guidance and support across a wide range of Council services, including (but not limited to) Housing, Council Tax, Operations, Environmental Services, Benefits, Planning, and Elections. Advisors also promote and support the use of the Customer Portal and self-service options. A key responsibility of the role is to accurately identify customer needs and resolve enquiries across multiple service areas, within the scope of the service.

Through their work, Advisors ensure customers are left with a positive impression of Huntingdonshire District Council, confidently handling both routine and complex transactions while consistently delivering excellent customer service.

Core hours are Monday to Thursday, 8:45am–5:00pm, and Friday, 8:45am–4:30pm. Advisors work to a structured rota with clearly defined breaks and working patterns. The role is based at Pathfinder House, Huntingdon. Following the successful completion of training to the required standard, there are opportunities to work from home on a rota basis.

About you

- 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 to increase efficiency and enhance the customer experience.
- You will have the ability to learn all systems required to provide the services mentioned above as well as the ability to cope with change and remain flexible.
- Receive on-going training and maintain up-to-date knowledge and understanding of Council services and systems.
- Proactively seek out and resolve potential issues before they arise, escalating more complex issues as appropriate.
- Build relationships to inspire trust in both you and the Council.
- Where appropriate, promote and encourage lower cost contact channels including self-service.
- Apply appropriate and effective communication techniques including diffusing conflict and managing sensitive situations.
- Recording customer feedback including compliments, and complaints.
- Actively participate in performance reviews and 1 to 1's, and work towards/meet Key Performance Areas agreed between the employee and the line manager.
- Represent and champion the Customer Contact Service throughout the Council.
- To recommend service improvement opportunities within both Customer Services and the wider Council to improve the customer experience.
- Maintain and update customer records ensuring accurate and relevant information is captured.
- Be part of a rota and remain flexible to support all contact channels to meet the business need.
- To actively reduce avoidable contact to the Council and increase first-time resolution.


- Maintain a commitment to our ICARE values (Inspiring, Collaborative, Accountable, Respectful, Enterprising) all of which support our purpose of putting customers first.
- Understand and adhere to HDC policies and procedures.
- Be responsible for managing customer information in a secure manner and in line with HDC Policies and legislations such as the Data Protection Act DPA).

Person Specification

| Essential Criteria | Desirable Criteria |
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| Knowledge and Qualifications | <ul style="list-style-type: none"> • Knowledge and understanding of data protection, confidentiality, and freedom of information principles |
| Experience | <ul style="list-style-type: none"> • Experience of public sector working • Experience of working in an advice or information giving environment • Experience of using Microsoft Office products to retrieve information. • Experience of a front-line customer service role |
| Skills and Abilities Ability to learn, absorb and retain detailed information <ul style="list-style-type: none"> • Good IT skills with a working knowledge of Microsoft Office products and Internet based systems • Clear & Concise written and spoken communication skills across a broad range of audience including managers, colleagues, and customers • Ability to remain calm under pressure, operating with empathy, tact, and diplomacy • Ability to learn and develop new procedures and working practices whilst displaying attention to detail | |

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| <ul style="list-style-type: none"> • Ability to work as part of a team • Good organisational and time management skills • A commitment to promoting equality and diversity and anti-discrimination practices • Ability to adapt your style to meet the needs of the individual, particularly for sensitive situations and people with specific needs. • Manage quiet times effectively • Maintain a positive can-do attitude at all times | |
| <p>Commercial Awareness</p> | <ul style="list-style-type: none"> • Identifies opportunities to make the organisation more competitive, efficient, and profitable • Demonstrates an understanding of the organisation's products and services |
| <p>Customer Focus</p> <ul style="list-style-type: none"> • Develops and maintains productive relationships with internal and external customers • Explores the customer's situation with them to develop a fuller understanding of the underlying need • Delivers and communicates what they have agreed with the customer • Takes action to exceed customer expectations • Advocates customer satisfaction as a key value for themselves and the council • Deals effectively with dissatisfied customers • Respond to routine and complex queries across all services, which at times will involve the application of policies, demonstrating due attention to customer care and a professional approach at all times. • To achieve and promote quality service, improve service | |

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| <p>processes, and resolve customer complaints or escalate as appropriate to ensure that you maintain customer expectations.</p> | |
| <p>Innovation</p> | <ul style="list-style-type: none"> • Suggests new approaches to old problems • Promotes and demonstrates continual improvement • Generates new ideas and creative solutions |
| <p>Influencing</p> | <ul style="list-style-type: none"> • Presents their case persuasively upwards, downwards, and externally • Demonstrates confidence in their position • Is credible and confident when presenting and communicating • Is aware of own emotions and manages them for maximum influence during negotiations |
| <p>Decision Making and Impact on Others</p> <ul style="list-style-type: none"> • Communicates clear decisions • Makes effective decisions under time pressure • Communicating unpopular decisions in an appropriate manner | |
| <p>Communication with Internal and External Customers</p> | <ul style="list-style-type: none"> • Predominantly external customers – high visibility with members of the public • Internal customer contact 10% • External customer contact 90% |
| <p>Personal Attributes and Other Requirements</p> <ul style="list-style-type: none"> • Be a good team worker demonstrating loyalty and commitment to the organisation and team members • Is prepared to adapt their approach to overcome obstacles • Responds constructively to a change in agenda or priorities • Revisits their decisions when presented with new information • Is prepared to adjust their interpersonal style to respond to | |

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| <p>the needs or preferences of others and the situation</p> <ul style="list-style-type: none"> • Re-prioritises appropriately when faced with a change in requirements | |
| <p>HDC values</p>  | <p>Example: The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p> |

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Can demonstrate an ability to contribute towards a safe environment