HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Customer Service Co-Ordinator (Full-Time) GRADE: 4

SERVICE AREA: Customer Services

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 with 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. After successful completion of full training and/or probation period there may be opportunities to work from home for up to two days per week on a rota basis and in accordance with business needs.

3. Whilst working in the office employees should dress appropriately at all times 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 Monday to Friday from 8.36am to 5pm. Rotas are subject to review and can be varied with reasonable notice. The service operates Monday to Friday.

DATE ISSUED: November 2026

JOB PURPOSE:

To work as part of a team delivering 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 co-ordinate customer queries for our Planning and Housing team, providing technical advice and updates for customers. You will produce reports for the service using the Microsoft package. You will take part in some operational decisions and investigations. You will deal with customer compliments, and complaints in line with the Council's complaints policy. You will attend meetings and

ensure that your knowledge is kept up to date. You will ensure that safeguarding is reported in line with the Council's safeguarding policy. This is complemented by the efficient and flexible service delivery and ensuring all enquiries are processed to the required performance standards complying with the Council's policies & procedures.

JOB ACCOUNTABILITIES:

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

2. To provide a specialist service to complement the Council's Housing and Planning teams.

3. To understand the end-to-end process for Housing to assist customers including applications, The Housing Register, housing providers, bidding, and acceptance, in order to provide assistance to customers.

4. Assistance with housing applications, including a face-to-face service.

5. Assistance with checking the status of an application.

6. To understand the end-to-end process for Planning in order to provide assistance to customers.

7. To assist customers in navigating The Planning Portal.

8. Assistance with checking the status of a planning application.

9. Be able to answer questions where any application has been declined.

10. To utilise the Council's software systems and Council's internet site to progress customer service requests.

11. To investigate complaints including providing investigatory support for stage one complaints.

12. Represent Customer Services at various department meetings and provide updates to the Customer Service Manager.

13. Recognise the changing needs of the service by making recommendations to the Customer Service Manager for service improvements.

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

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

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

17. Provide clerical and administrative duties as required, including maintaining customer documents on the HDC Self-Service Point and dealing with any relating post.

18. To report all Safeguarding in line with the Council's Safeguarding policy.

19. 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.

20. 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.

Health and Safety

21. To be familiar with and at all times 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.

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

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

24. 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 Co-Ordinator				
TEAM: Customer Services	**GRADE: 4**		**PERMANENT**	**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)	
Qualifications	Educated to GCSC level or equivalent including English and Maths at Grade 4 or "C" or above or able to demonstrate equivalent numeracy and literacy skills	App, Exer		
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, Int
			Experience of working in the public sector	App
	Experience of electronic communication e.g. email and website	App, Int	Previous experience of working in a district or borough council	App
	Experience of complaint handling and de-escalation techniques	Int	Experience of working in a multi-agency environment	App, Int
	Experience of working with a range of computerised systems in order to retrieve customer information and capture data correctly.	App, Int	Able to demonstrate knowledge of The Housing register	App, Int
			Able to demonstrate knowledge of The Planning Portal	App, Int
	Experience of using the Microsoft Suite including Outlook, Word, Excel, Teams and PowerPoint.	App, Int		
Skills and Knowledge	Interpersonal skills - sufficient to deal effectively with our customers.	App, Int	Knowledge or experience of services provided by a District council	App, Int
	Customer Services skills – can demonstrate going the extra mile, empathy and diplomacy.	App, Int	Able to demonstrate knowledge of The Housing register	App, Int
	Ability to remain calm when dealing with emotional, difficult or stressed people.	Int	Able to demonstrate knowledge of The Planning Portal	App, Int

	Customer focused. Accurate data entry skills-sufficient to enter information quickly whilst ensuring attention to detail. Can demonstrate the 'Right First Time' approach with all tasks. Ability to learn information quickly. Able to set and prioritise your own workload Ability to work in a pressured environment.	Int Int, Exer Int Int Int Int, Exer	Able to demonstrate a knowledge of working to deadlines	App, Int
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.