HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Senior Customer Service Advisor GRADE: 5

SERVICE AREA: Communications and Customer Services

REPORTS TO: Customer Services 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 to 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 primarily at The Symington Building in Market Harborough. The Council operates a hybrid working policy, which will enable, from time to time, the postholder to work from both home and from the office dependent on the needs of the business.

3. A DBS check is required for the post.

4. Full-time, 37 hours per week, Monday to Friday.

DATE ISSUED: November 2026

JOB PURPOSE:

To work as part of a team to be the first point of contact for people contacting Harborough District Council with enquiries about the services we provide through different communication channels such as telephone (with headset), email, webchat and face-to-face.

To assist the Customer Services Manager in the day-to-day management, supervision, support and monitoring of the service.

You will provide a professional customer service, both internally and externally, by using a range of communication methods and ensuring that customer enquiries are resolved at the first point of contact to maximise customer satisfaction. You will be responsible for dealing with the enquiries with a friendly manner, to the required performance standards and for creating a positive impression of the Council by using your knowledge of our services to get the best possible outcomes for our customers.

This post holder is responsible for ensuring that all relevant Council policies and procedures are adhered to, and concerns are raised in accordance with these policies.

JOB ACCOUNTABILITIES:

This is a list of the main duties or tasks that the post holder will be expected to undertake.

1. To take responsibility for dealing with customer requests through to a satisfactory outcome by telephone (using a headset), email, webchat and face-to-face and other technologies/communication channels as required.

2. To regularly deputise for the Customer Services Manager, liaising with officers where necessary, and handling the day-to-day management of staff, managing escalated complaints and call/customer management functions to ensure continued smooth operation of the service.

3. To assist the Customer Services Manager with training and mentoring for all new and existing staff as needs are identified to ensure the delivery of a high-quality consistent service to our customers.

4. To demonstrate an understanding of complex processes, specialised skills and technical knowledge to support and respond to our customers. For example, checking benefit applications, setting up DD's and payment arrangements for summons.

5. To utilize Council software, ICT systems and internet to progress customer service request. Searching, reading and entering customer details and enquiries into a range of ICT systems, as required, ensuring accuracy and attention to detail.

6. On a day-to-day basis undertake a variety of team administration and reporting duties including the completion of performance data reports, planning and maintenance of staff rotas and the implementation of changes to the service as per the request of the Customer Services Manager

7. To make an effective assessment of the customer's needs, confidently handle a range of different situations and react accordingly with tact, diplomacy, and empathy. Referring on to specialist service officers where appropriate.

8. Process payments, ensuring proper procedures are adhered to in accordance with service standards. Promote alternative, more cost-effective methods of payment.

9. Recognise the changing needs of the service making recommendations to the Customer Services Manager for service improvements. Support the development and implementation of new services where required.

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

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

12. Provide clerical and administrative duties as required. Checking official documents e.g. utility bills, driving licences to verify customer identity for a range of services.

13. 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.

14. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Safeguarding, Health and Safety and Communication and involvement policies

Health and Safety

1. 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.

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

3. 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.

4. 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: Senior Customer Services Advisor				
TEAM: Customer Services	**GRADE: 5**		**PERMANENT**	**WEEKLY HOURS:** **37hrs**
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	GCSE Mathematics and English (or equivalent) at Grades A* - C or above (pre-2018) or Grade 4 or above (post 2018).or Able to demonstrate equivalent knowledge and skills gained through work experience.	App App, Int	An ICT qualification or NVQ, Certificate or Diploma in customer or public services.	App
Experience	Experience of working in a customer service environment such as a contact centre and/or face to face service. Proven customer services experience and experience of supporting the day-to-day management of a service. Experience of electronic communication e.g. email, social media, websites Handling payments and confidential information. Experience of working with a range of computerised systems in order to retrieve customer information and capture data correctly/accurately. Experience in handling and responding to complaints.	App, Int App, Int App, Int App, Int App, Int App, Int,	Experience of working in the public sector. Experience of working in the local community as a volunteer. Previous experience of working in a district or borough council.	App App App

Skills and Knowledge	IT literacy including working knowledge of MS Office suite (particularly Word and Excel) Ability to input, extract and analyse information accurately. Knowledge of running reports and integrating information to support performance. Able to work well under pressure. Knowledge of using Customer Relationship Management systems Training delivery Must be able to communicate in a thorough and factual manner whilst being a good listener. Ability to support and manage staff on a day to day basis Ability to learn quickly in order to respond to quickly changing service needs	App, Int App, Int, Int App, Int, App, Int. Int Int Int	Coaching and mentoring Monitoring and measuring customer services performance indicators. Knowledge of Revenues and Benefits legislation Knowledge or experience of services provided by a District council	App App App App
Other	Flexible and adaptable to meet the needs of the business, may include working various shift patterns, mixture of home and office based location, and/or working additional hours from time to time. An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	App, Int App, Int		

Please note that: You should clearly state how you meet the requirements of the Person Specification, providing evidence/examples where possible. Additional/Useful requirements listed may be used for sifting purposes.

Key:
App = To be scored form the Application Form
Exer = To be assessed with a Test or Exercise
Int = To be scored from the Interview