

Post number	15788
Position title	Customer Advice & Support Advisor
Grade	5A
Department	Place
Location	Council Headquarters, Newtown St Boswells
Salary/Rate of Pay	£26,921.46 - £29,129.71 per annum full time equivalent
Hours of work	Up to 35 Hours
Weeks per year	52.1428
Number of staff responsible for	0
Reports to post number	Supervisor
Registration requirements	None
Drivers Licence required	N/A
Contract status	Permanent
Contract end date	
Reason for temporary vacancy	
Disclosure status	Level 1
Political restrictions	No
Role profile number	CAS 4A
Business World post status	Permanent
Work pattern	Monday to Friday, hours to be negotiated (There are a range of full time or part time hours available)
Vacancy number	SBO10468
Closing date	21/10/2026

Role purpose

To deliver high quality advice, information and assistance to members of the public on a range of Council services through face to face and telephone contact, and processing the follow-up action using technological systems.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Take responsibility for the day to day running of the Library Contact Centre/Contact Centre and provide a quality customer-focused service that delivers effective outcomes for customers and the Council using initiative, knowledge, tact and problem-solving techniques whilst making best use of the facilities and other materials and resources available.
2. Welcome customers and visitors who arrive at the Library Contact Centre/Contact Centre or who contact the Council by telephone, dealing with enquiries and requests courteously, responsively and efficiently, with the aim of resolving the maximum number of enquiries at first point of contact. Take personal responsibility for achieving high standards of customer care and customer service.
3. Provide tailored support to customers with their enquiries in order to ensure their understanding of procedures and outcomes, and enable them to complete any necessary actions including, for example, pro-active help with filling in forms and applications and assisting members of the public to make best use of public access equipment.
4. Treat customers and colleagues with respect at all times, in line with the Council's equal opportunities policy. Respond positively to any special needs or requirements including, for example, language or comprehension difficulties, infirmity, disability etc. Ensure that there is no direct or indirect unfair discrimination against anyone on the grounds of gender, age, race or ethnic origin, religion or belief,

disability (physical or learning), and sexual orientation. Ensure that the facility is a neutral space which is open and accessible for all.

5. Process the action arising from enquiries and requests efficiently and accurately following Council procedures and using a range of computer based systems, including: customer relationship management model (CRM), Frequently Asked Questions (FAQ) system, email, internet, telephone systems, voicemail and other databases. This includes the Library Management System (LMS), external systems operated by third parties, partners or agencies and accessed securely by Scottish Borders Council.
6. Use initiative to deal flexibly with customer enquiries and requests within Council procedures and use good judgement on when to deal with queries personally and when to seek advice from more experienced or senior or specialist colleagues such as Librarians in order that customer satisfaction can be achieved while maintaining robust Council standards.
7. Ensure that Council departments and relevant Library and Information Services and Customer Advice and Support Service staff receive appropriate information on customers, including onward referrals for appointments, and are advised of any follow-up action which needs to be taken by the department, in order that enquiries continue to receive attention until resolved and the service users receive a seamless service.
8. As required, arrange appointments for and carry out home visits to customers to deal with a variety of customer service enquiries.
9. Collect and bank monies for a range of Council Services and reconcile those monies with underlying records. Control and account for any allocated petty cash and cash floats in accordance with Council procedures.
10. Provide customer support on the Council emergency incident telephone line during standard Council telephony opening hours and on a voluntary basis out with standard opening hours.
11. Provide basic first aid assistance cover for the customers and staff with appropriate training.
12. Create and maintain Council Tax and Non-Domestic Rates accounts including processing changes from the Valuation List, changes of addresses, changes in payment methods and changes to households including liaison with external agencies such as the Assessor and Registered Social Landlords.
13. Carry out Blue Badge assessment and decision making together with associated system administrative and referral workstreams
14. Identify and recover Council Tax and Non-Domestic Rates debts in accordance with Council policy which includes negotiating and setting up payment arrangements etc. Provide advice and guidance to debtors on recovery of Council Tax.
15. Deal with written correspondence in relation to Revenues & Benefits work including the assessment of claims for Council Tax Discount, and Council Tax Exemption.
16. Provide advice, guidance and signposting as appropriate to customers on Housing Benefit, Scottish Welfare Fund, Council Tax Reduction and other welfare benefit entitlements.
17. Ensure that the facilities are kept clean and tidy at all times and that any material being displayed is up to date and displayed in appropriate holders or on display boards. This will include ensuring that library collections are maintained in good order in the Library Contact Centre sites.

18. Undertake a range of general administrative and office duties as required, in order to contribute to the efficient running of the service.
19. Work with colleagues and others to build and maintain effective customer relationships and partnership working, and deliver continuous improvement in library and customer services, participating in Contact Centre quality assurance systems, Public Library Quality Improvement framework assessments, and HMIE learning community inspections, as required whilst taking personal responsibility for achieving high quality customer service and satisfaction
20. Participate actively in all learning and development activities necessary, including certificated courses (SVQs) and achieve personal and team performance objectives and targets.
21. Support colleagues by sharing knowledge and experience and contributing to on the job training as required.
22. Operate professionally at all times both as an individual and as a team member for the benefit of the customer, contributing ideas and suggestions and feedback at team meetings on ways to increase the success of the services including increasing active library membership and visitors and raising the profile of the services.
23. Travel from time to time and either make arrangements for a vehicle to be supplied or alternatively use public transport.

In Library Contact Centre sites the following specific duties will also be undertaken

24. Work with colleagues, partners and stakeholders to support new and existing library users to extend their reading tastes and subject interests, to access collections and materials in outreach settings as required and to support emergent readers and those with literacy challenges to develop a love of reading and an enjoyment of books. Participate in the provision and promotion of library events, activities and projects e.g. seasonal activities and events for children, author visits, class visits, Bookbug sessions, IT taster sessions
25. Provide basic assistance and support to enable service users to make best use of the Library IT facilities, self issue terminals, on-line services and other library equipment. Work with service users to develop their confidence and ability to use new technologies, and assist service users to develop their information literacy skills.
26. Implement arrangements for the acquisition, borrowing, and return of library materials and collections. Keep records of all content and collections transactions and records of statistical information required to inform performance reporting.
27. Establish the scope and objectives of research and enquiries with library service users, and use relevant techniques and tools to help users find appropriate sources and materials.

Person specification		
Criteria	Essential	Desirable
Education, qualifications and training	At least 5 SCE Standard Grades at level 3 or above (or equivalent) including English.	• An appropriate level of Customer Service qualification or SVQ level 2. • Commitment and ability to achieve IRRV technician level or SVQ level 3.

		• European Computer Driving Licence or PC Passport , or equivalent qualification
Skills, knowledge and competences	• High level interpersonal skills and an aptitude for customer service. • Good communication skills both oral and written. • Ability to deal with sometimes demanding customers constructively and positively. • Keyboard skills and computer literacy with a good working knowledge of Microsoft Office suite of programmes. • Good numeracy skills. • High level of personal organisation.	• Knowledge of Council services such as Council Tax, Housing Benefits and Neighbourhood Services. • General knowledge of revenue collection and benefits administration.
Experience	• Experience of interacting positively with a diverse range of people, most likely receiving, handling and resolving people's enquiries. • Experience of working in a Contact Centre. • Experience and proven competence in the use of computers and office technology. • Experience and proven competence in the use of Internet and E-mail.	• Experience in dealing with the public face to face and on the telephone. • Experience in handling cash. • Experience in different computer systems and databases. • Experience of office systems and procedures.
Other	• Commitment to high quality customer service. • Good interpersonal skills. • Ability to deal with a varied workload, and a diverse range of clients of all ages. • Pleasant and polite manner with an open and flexible outlook. • Ability to deal with a varied workload and the demands of a busy office environment. • Ability to adapt to new work practices. • Ability to work within a team. • Commitment to continuous improvement within a performance management culture.	

Driving Licence - Where it is an essential requirement for this post to hold a current driving licence. Note: If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role.

HEALTH & SAFETY STATEMENTS



Recruitment Profile



Must take reasonable care for the health and safety of themselves, other employees and anyone else who may be affected by their work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required by the Workforce Planning & Development Manager to meet the needs and responsibilities of the Service and the Council.

Equality – Ensure that all work and outputs comply with and promotes equal opportunities and diversity.

Supervisory or Managerial posts only - Ensure that HR systems are in place for reporting management information and making recommendations for any corrective action necessary.

Equal Opportunities - Scottish Borders Council is committed to improving the diversity of its workforce to better reflect the communities we serve. We welcome applications from all minority groups and individuals who identify with one or more of the protected characteristics as defined by the Equality Act 2010. In particular from candidates who assess themselves as having a disability, under the Disability Confident Employer scheme this guarantees an interview to those individuals who meet the essential criteria of the post. All appointments will be made on merit.

Digital Innovation & Solution Focused Statement

Scottish Borders Council is committed to excellence and continuous improvement through the transformative power of digital solutions reinforcing our commitment to excellence, sustainability, enhancing our work practices and enriching our support to the community. As digital innovation evolves, our organisation is dedicated to integrating these advancements in a manner that aligns with our core values and strategic objectives.

All roles across the Council will actively seek and implement the latest digital solutions and technologies that can improve efficiency, productivity, and the quality of our services. Training will be provided, to ensure staff are proficient in utilising new technologies, fostering a culture of continuous learning and adaptability.

Please note priority will be given to staff on the deployment/redeployment list who meet the essential criteria of the post.

Please note that applicants who have received early retirement/voluntary severance from Scottish Borders Council will not be considered.

TEMPORARY POSTS

If at a later date a temporary post becomes permanent, it will be at the discretion of the Department's management team to confirm the post holder as permanent without readvertising.

PRE EMPLOYMENT CHECKS

Essential

- Confirmation of Right to Work in the UK - **(All posts)**
- Level 1/Level 2/PVG Registration Disclosure Check - **(PVG/Disclosure posts only)**
- References - **(All posts)**
- Confirmation of qualifications required to meet the essential criteria on the person specification - **(All posts)**

Right to Work in the UK - To ensure that you are eligible to work in the UK, we will require the following documentation:

- A Passport showing you are a British/Irish Citizen.

OR

- A British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number

For all other nationalities

- Settled status code

OR

- Immigration status document, for further information visit Apply to the EU Settlement Scheme (settled and pre-settled status) - GOV.UK (www.gov.uk)

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

OTHER DETAILS

Disclosure/PVG Registration



Recruitment Profile



Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Scottish Borders Council are entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

Disclosure

These "excepted professions" are set out in the Exceptions Order and include:

- certain professions in areas such as health, pharmacy and the law;
- senior managers in banking and financial services;

PVG Registration

Certain posts are considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by Scottish Borders Council.

PVG/Disclosure Process

After the application is processed you will receive an email with a secure link to view the disclosure. You must share this with us to progress the recruitment process.

Teacher Posts in Catholic Schools

Certain posts are in a denominational school therefore candidates must seek Catholic Church approval when submitting their application for these posts. You should apply for RC Church approval at the same time as submitting your application form. Guidance and the relevant forms can be obtained at www.sces.uk.com/approval.html.

Political Restrictions

Certain posts within Scottish Borders Council will be deemed Politically Restricted. If you are appointed to such a post the Local Government Officers' (Political Restrictions) Regulations 1990 provide that your terms and conditions of employment are deemed to incorporate additional provisions set out in the Schedule to the Regulations, a copy of which can be obtained from HR. Full details of restrictions will be provided in your application pack if you are applying for a Politically Restricted post.

**** From 1 April 2026 a Scottish Local Government Living Wage Rate of £13.52 per hour has been agreed. All employees recruited on a salary/wage less than the SLGLW rate shall receive a payment additional to their salary/wage in order that they are paid at the rate of £13.52 per hour. The additional payment shall count as pensionable earnings and be subject to deduction of tax, national insurance and pension where appropriate.