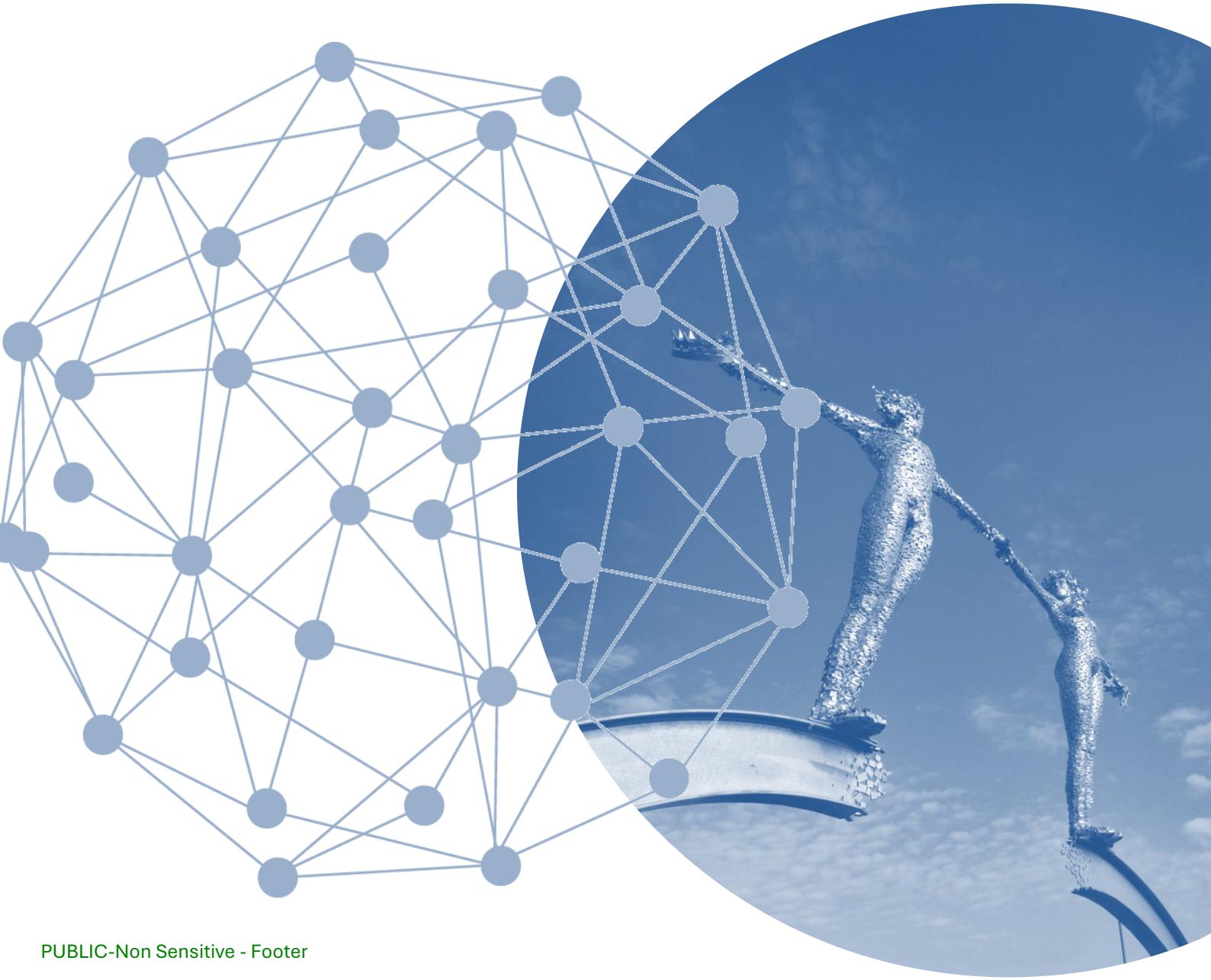
Clackmannanshire Council | Comhairle Siorrachd Chlach Mhanann
www.clacks.gov.uk

Customer Services Adviser (Internal Only) £26,791.02 - £29,327.77



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Recruitment Process and Key Dates

Apply online at www.myjobscotland.gov.uk. Applications should be submitted online using the forms provided through the myjobscotland portal.

CVs will not be considered.

All applications must be received by 11.59pm on the closing date. Late applications will not be considered.

Your application form should contain sufficient information and evidence to demonstrate that you have the skills and experience required for the post.

KEY DATES

We would ask that you note the dates of the recruitment timetable and ensure you are available to meet the scheduled arrangements.

- Closing date: 02/11/2026

You will be notified by email at each stage of the process. Please ensure that you check your junk/spam as sometime emails from my job Scotland go into there.

We will advise all candidates of the outcome of the recruitment process as soon as possible.

If you are the successful candidate:

(a) You will be asked to submit a completed pre placement health questionnaire so that the necessary medical clearance can be obtained prior to commencement of employment.

(b) We require **two** references. Your reference will be written to after interview. One must be from your current or most recent employer who may be contacted and can comment on your experience and competence for this post. Please state their position in the company / organisation. It would be helpful if you could advise your referees of these arrangements. Please ensure that the email address is correct for them on the application form before submitting as we contact all references by email, as this may delay the manager confirming a start date with you.

(c) You may, depending on the type of post, be required to undergo a PVG/Disclosure check prior to a formal offer of employment being made by Clackmannanshire Council. This is now an online form, which you will be emailed a link and you only have 7 days to complete.

If successful, detailed statements of particulars will be provided to you via email once all satisfactory pre-employments have been received.

Job Profile

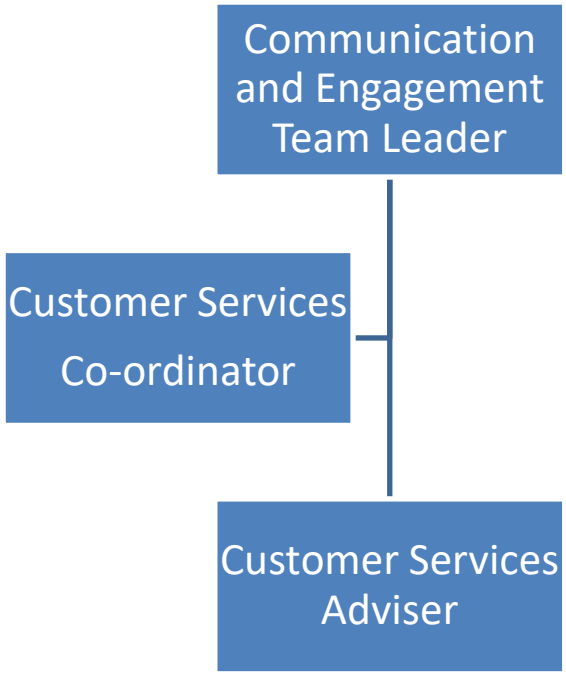
This job profile sets out the principal responsibilities of the post at the time it was compiled. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

Section A	**Grading Section**
Post Title: Customer Services Adviser Initial Location: Kilncraigs In certain circumstances, during the course of your employment, you may be required to work either on a temporary or established basis at any of the Council's locations, or at other venues as advised, which will be within reasonable travelling distance. Where such a change is proposed this will be managed by a process of consultation. Reports to post (Title): Customer Services Co-ordinator Service: Partnership & Transformation Date last updated: March 2021 Date if superseded:	Eval Ref: A4556 Post Number: R1a Grade: 4

Section B

ORGANISATIONAL RELATIONSHIP AND EMPLOYEE RESPONSIBILITY

This section describes the reporting relationships of the job within the immediate organisation and if appropriate has detail of the organisation a tier above and below the job. This also describes and responsibility for employees (if any).



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Section C

PRINCIPAL PURPOSE AND OBJECTIVES

This section lists the main (headline) responsibilities/accountabilities of the job.

To provide anyone who contacts the Council with advice and information on Council services and to deal efficiently and courteously with customer enquiries over the phone, online and face to face at any customer services point of contact.

Section D

MAIN DUTIES AND RESPONSIBILITIES

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. (Note these are illustrative and are not exhaustive).

- Respond courteously and efficiently to enquiries or requests from service users for assistance on any question they may raise, providing a quality and customer focused service. Enquiries may be by telephone, face to face, in writing, via email, the website or social media channels.
- Process enquiries/complaints efficiently and accurately using a range of PC based systems used to support the service including: email, internet, telephone Automatic Call Distribution, voicemail, and such other information databases as may be required, to provide, maintain and monitor information, advice and support for customers.
- Effectively and thoroughly process enquiries, service requests and complaints received and where appropriate follow up with service.
- Maintain appropriate levels of contact with service users ensuring they are kept informed of the progress of any complaint or enquiry.
- Assist customers and where necessary advocate on their behalf to resolve difficulties e.g. by assisting in form filling, referral and progression of customers complaints and enquiries.
- Accept and process payments for a range of Council services.
- Where appropriate arrange appointments for customers to meet with central services.
- Liaise with services so that enquiries can be handled efficiently and effectively.
- Using various database systems, accurately maintain and update records of enquiries and assist with the provision of performance related statistical returns.
- Develop and maintain a network of contacts throughout the Council services and with external agencies.
- Keep up to date with organisational changes within the Council in order to provide accurate information for all customers.
- Undertake outbound calls as required in a range of activities. These will typically include the pursuit of monies due to the Council, clarifying requests for service, updating customers on the outcome of their enquiries and obtaining customer feedback.
- Operate professionally both as an individual and as a team member for the benefit of the customer at all times, regularly contributing ideas, suggestions and feedback to managers, thus providing a valuable contribution to the effectiveness and continued success of the service.

Section E

KNOWLEDGE, SKILLS AND EXPERIENCE

This section details the knowledge and skills including any qualification, specific training or experience required.

Essential:

Criteria		Means of Assessment e.g. Application, Interview, Reference, Certificate
1.	Standard grade passes at grade 3 or above in English and 1 other subject (or equivalent).	Application and certificate
2.	Experience of providing a customer focused frontline enquiry service.	Application and interview
3.	Excellent keyboard skills & ability to use and interrogate database systems.	Application and interview
4.	Good communication skills, both verbal and written.	Application and interview
5.	Ability to work effectively as part of a team, co-operating with and supporting colleagues.	Application and interview
6.	Good organisational skills, able to prioritise workload	Application and interview
7.	Ability to deal with complex information, enquiries and complaints.	Application and interview
8.	Ability to remain calm and positive when under pressure.	Application and interview
9.	Ability to deal with service users who may be disadvantaged, abusive or otherwise demanding.	Application and interview
10.	Ability to use initiative, analyse and develop solutions to problems.	Application and interview
11.	Demonstrates a commitment to and understanding of the principles of customer care.	Application and interview

Desirable:

Criteria		Means of Assessment e.g. Application, Interview, Reference, Certificate
1.	Knowledge of council services	Application and interview
2.	Ability to work from home	Application and interview
3.		

Section F
WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS
This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions and any specific physical effort.

The postholder will work predominantly indoors. Dealing regularly with members of the public can be challenging and the postholder may be exposed to disagreeable conditions in the course of normal working.

Section G
PHYSICAL CO-ORDINATION
This section details the predominant demand for physical skills and co-ordination required to undertake this job. For example: operation of hand tools, keyboard skills, driving and other equipment.

The predominant physical skill required is keyboard skills.

Section H
MENTAL SKILLS
This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

The post holder will have to prioritise their workload and use their initiative. They will require to exercise sound judgement in advising members of the public and analysing and resolving queries as a first point of contact. They will be expected to work with limited supervision, prioritising service requests and complaints within predetermined parameters. The postholder will require to use their judgement as to when to refer more complex enquiries to line managers or back-office specialists. Some enquiries and complaints can be complex.

Section I
CONCENTRATION
This section details the work related pressures which may make concentration more difficult and also the responsiveness required of the job holder. For example: Service related deadlines, internal/external deadlines, conflicting demands.

The nature of the role, responding to customer enquiries, means there will be conflicting and simultaneous demands required of the postholder.

Section J
COMMUNICATIONS SKILLS AND DEALING WITH RELATIONSHIPS
This section notes examples of the individuals or organisations with whom the post holder will come into regular contact and explains the nature of the communication and level of skill required by the post holder. E.g. dealing with complaints, clients etc.

Communication can be spoken or written and can involve sensitive personal information as well as dealing with complaints and customers who are unhappy with a Council service. The majority of contact will be with customers ie local residents, but the post holder will also have contact with officers at all levels within services and some external agencies/partners. The postholder is expected to provide a customer focused first point of contact and remain calm and professional when under pressure or dealing with challenging behaviour.

Section K
PHYSICAL ASSETS, DATA AND FINANCIAL RESOURCES
This sections details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data** e.g. computers, record keeping **financial** the direct/indirect responsibilities for financial resources, from handing cash and cheques, through processing invoices and other financial transactions, to accounting for financial resources and budgetary activities.

The postholder is expected to accurately maintain and update records of customer enquiries within the various service databases.
The postholder will be responsible for processing of various payment transaction in a confidential matter.

Section L
INITIATIVE AND INDEPENDENCE
This section details the problems which the post holder must deal with in the course of normal working, the decisions which the jobholder is able to take, and the extent to which advice and guidance is available (Note, these are illustrative and are not exhaustive).

The postholder is expected to exercise initiative, advising members of the public and analysing and resolving queries as a first point of contact. Many service requests and enquiries are of a similar nature and the postholder will follow established procedures to process these. They will be expected to work with limited supervision, prioritising service requests and complaints within predetermined parameters. The post-holder will require to use their judgement as to when to refer more complex enquiries to the Customer Services Co-ordinator or service line managers or back-office specialists.

Section M
EQUAL OPPORTUNITIES

Staff are expected to promote equality of opportunity.

As a member of staff you will be expected to uphold and promote the Council's policy commitments to equality and diversity and its legal obligations under the Equality Act as well as ensuring the fair, equitable and non-discriminatory treatment of service users, colleagues and partners.

Section N
HEALTH AND SAFETY

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care of their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and current and appropriate codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and must comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Section 0
CLIMATE CHANGE

The Council agrees that climate change is one of the most serious challenges facing its communities and across the world and understands that meaningful action at international, national and local level is required in order to safeguard our planet for future generations. As a member of staff you are asked to uphold and promote the Council's net zero targets and its statutory requirements to reduce greenhouse gas emissions as part of the Public Bodies Climate Change Duty reporting process.