ORKNEY ISLANDS COUNCIL

Customer Service Adviser

Council Offices, School Place, Kirkwall

At a glance:

Grade: E
Salary: As per advert

Allowances:

- Distant Islands Allowance

Job Purpose:

Provide high-quality, accessible and customer-focused services to the public on behalf of the Council. The post-holder will deliver a wide range of services through multiple channels including face-to-face, telephone, email and digital services.

For application support contact **hrsupport@orkney.gov.uk** or call **01856 873535 ext.2250**

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Main Duties and Responsibilities

- First point of contact for all customer enquiries by phone, face to face, email and digital.
- Create, maintain and update customer records on the customer service platform.
- Collect and process all income for the Council for all payment methods, ensuring compliance with financial procedures and security protocols.
- Assist in the reconciliation and banking of cash, cheques and card payments.
- Receive and manage blue badge applications and concessionary travel applications including eligibility verification and applicant support.
- Receive and report repair requests for Council properties, ensuring compliance with the Right to Repair Scheme and other housing policies.
- Handle enquiries relating to road repairs, street light faults, winter services, waste and environmental services and campsite/course bookings, ensuring accurate reporting to the relevant service teams.
- Operate the Council's main telephony system, ensuring all incoming calls are answered promptly and in line with customer service standards.
- Undertake general administrative office duties including incoming/outgoing mail.
- Requirement to use computer systems and IT packages.
- Deliver training and ongoing support to new and existing staff on the Council's systems, providing coaching, guidance and up-to-date information to ensure effective system use.
- Assist in the development and testing of digital forms and processes and contribute to the creation, editing and publishing of website content, ensuring accuracy and functionality of links.

Responsibilities for All

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must have

The minimum knowledge required for this role can be evidenced by either:

Holding a qualification at SCQF 5/6 i.e., SVQ2, National 5, Standard Grades, O Grade, Intermediate 2, National Certificate, Foundation Apprenticeship in business administration or customer services.

or

Having a minimum of 2 years previous relevant experience of working in a customer focused administrative role.

Experience of working in a customer focused role dealing with enquiries by telephone, face-to-face, email and online.

Wide experience in the use of computerised systems including Microsoft Office.

Strong digital skills, with a willingness to develop expertise in creating forms and managing web content.

Requirements of the Role

Disclosure/PVG:	Level 1 Disclosure Check	Convictions to Declare:	Current
Politically Restricted Post:	No	Sponsorship:	No
Work Additional Hours:	No	Term Time Post:	No