

# WELLS CITY COUNCIL

<b>Job Description</b>	Customer Services Advisor
<b>Designation:</b>	Customer Services & Governance
<b>Grade:</b>	SCP 9 - £14.13 p/h
<b>Hours:</b>	Saturday 08:45 – 13:00 with the possibility of additional overtime up to 18:00.
<b>Location:</b>	All Council locations as required
<b>Job Purpose:</b>	<p>To provide comprehensive administrative support to the Customer Service functions of the Council, from both the Town Hall and Portway Annexe, across of range of services and functions.</p> <p>Working with third parties and community entities and customers to deliver high quality customer service.</p> <p>Supporting the governance functions of the council.</p>
<b>Line Manager:</b>	Customer Services and Governance Supervisor
<b>Responsible for:</b>	No supervisory responsibilities
<b>Key duties:</b>	<ul style="list-style-type: none"><li>• To deal politely and promptly with all enquiries to the Council, whether presented by e-mail, telephone, or in person</li><li>• Use of Rialtus and other systems as required to manage bookings across the Councils estate.</li><li>• To service the provision of information to the public as required by the council, and operation of the Council's websites and social media accounts.</li><li>• To assist with preparation and prompt sending of the Council's weekly agendas and minutes, and of the monthly accounts reports</li><li>• To carry out any and all other clerical tasks, filing, mailing, data input etc, as required, and to generally ensure the efficient functioning of the City Council office clerical services</li><li>• Provide administrative support to the wider Customer Services Team including clerical and filing services, the maintenance of accurate records and undertaking research and collating relevant information.</li><li>• Word processing of documents, letters and reports, with required research, benchmarking and engagement.</li><li>• General data entry into spreadsheets, databases, SharePoint and the Council's website and social media sources.</li><li>• To comply with the Council's Health and Safety at Work policies.</li><li>• To be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.</li><li>• Such other duties as may, from time to time, be assigned to the post holder by the Manager.</li><li>• To deal with the general public in a courteous and sympathetic manner</li><li>• To undertake any necessary training.</li></ul>

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### **Skills Knowledge and Experience:**

- Experience of dealing with the public, by telephone and face to face.
- Experience of working in an administrative role.
- Use of IT systems in an office environment, including setting up spreadsheets and databases.
- Accuracy and attention to detail.
- Ability to work as part of a team, be flexible, use own initiative.
- Good IT skills, including Microsoft Office packages.
- Good organisational and administrative skills.
- Ability to prioritise and manage own workload and meet deadlines.
- Good customer care and interpersonal skills and an ability to communicate well both face to face and by telephone.
- Awareness of the Data Protection and Freedom of Information Acts

### **Complexity & Creativity:**

- To assist in identifying and fixing /resolving any customer services or governance enquiries as required
- Ability to respond politely to enquiries

### **Judgment and decisions:**

- Be able to act on own initiative to resolve day to day issues within the Customer Services and Governance function

### **Contacts:**

Town Clerk  
Customer Services & Governance Supervisor  
RFO and Customer Services & Governance Manager  
Members of the public

### **General:**

To work within health and safety guidelines in accordance with the health and safety at work act, and Public Health act 1984.  
Any other duties as so determined by the Town Clerk or nominated senior officer.