

Frome Town Council
Job Description
Customer Services Advisor

This is a permanent, part time contract as a job share

Salary: SCP 5 – 9 circa £24k to £26k (2024-25 pay award pending at 17/4/24)

Hours of work: Part time – Monday and Tuesday plus Wednesday mornings although some Bank Holiday and weekend working may be required occasionally.

Leave Entitlement: 25 days per annum plus public holidays (inclusive of 2 extra statutory days) - pro rata for part time workers

Responsible to: Business Manager

Purpose of the role

To provide a professional public interface at the front desk of the Town Hall in person and by telephone and email. To provide administrative support to the Town Council in answering public enquiries and managing bookings for meeting room hires.

Main responsibilities and key tasks

The Customer Service Advisor will:

- Oversee and be the Council's first point of contact (in person, by phone and by email) dealing with enquiries in a friendly and efficient way
- Receive and process enquiries and complaints regarding the Town's open and green spaces, making enquiries and undertaking research to enable a fast, friendly and efficient response – this task will be trained for and supervised by the FTC Environment Manager
- Record, report and monitor other Frome town complaints to the relevant authority such as Somerset Council or Somerset Highways
- Provide excellent information and signposting services to local businesses, residents and visitors to the town.
- Administer the Town Hall booking system including invoicing bookings and organising meeting room change overs and refreshments needs
- Utilise various Microsoft Office software to prepare correspondence, meeting information and the maintenance of databases and spreadsheets
- Maintain appropriate filing system relating to Council business
- Process sales of tickets and merchandise including stock control, ensuring stock on Sum Up is up to date and purchase invoices are correct

General

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

A flexible approach to working evenings and weekends is required, although this will always be with as much notice as possible. Likewise, some Bank Holidays.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, providing assistance to others in covering holiday periods, sickness, and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within the Town Council as outlined in the NJC Pay & Conditions of Service and Council's Constitutional Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Person Specification Customer Services Advisor

Qualifications – essential

Grade 5 to 7 or A to C in English & Maths at GCSE level or equivalent

Knowledge, skills and experience - desirable

- Customer Service experience
- Experience and demonstrable competence in Microsoft Office programmes
- Experience of engaging and working with the public and community
- Experience in handling complaints
- A good level of administrative skills
- A desire to see things done promptly and properly
- Excellent people skills – creating strong relationships with a wide variety of groups and individuals
- A friendly, courteous and helpful manner
- A ‘hands on’ and ‘can do’ attitude
- An ability to deal with tasks in an efficient and organised way – and as swiftly and effectively as possible
- An ability to work on your own initiative and be self-motivated
- An ability to work as part of a team

Personal attributes – essential

- Integrity
- Good written and verbal communication skills
- Ability to manage time and workload effectively
- Ability to use initiative and to be self-motivated
- A professional and courteous manner
- Ability to develop good working relationships and work as a member of a team
- Ability to communicate at different levels within the Council and wider community
- Creative problem-solving ability
- Curiosity and a willingness to learn