

JOB SUMMARY

Post Title	Customer Advisor						
Job Family	<i>Service Delivery</i>	Pay Range	<i>03</i>	Line Manager to others?	<i>no</i>	Role profile ref	
Service Area	<i>Contact Centre</i>						
Line Manager	<i>Cate Sheen</i>						
Location	<i>Westridge in Ryde, Ryde Help Centre in Ryde and Islehelp in Newport</i>						

Job Purpose 1-2 sentences

To deliver a professional, high-quality service to customers contacting the Isle of Wight Council via the Contact Centre or Help Centres by effectively addressing queries and requests. Aim to resolve as many issues as possible at the first point of contact by utilising available knowledge, training, systems, and procedures. Encourage customers to share feedback, including complaints, comments, and compliments, to support continuous improvement

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities) 6-8 bullet points max

- Resolve customer enquiries and requests at first contact across multiple channels (phone, face-to-face, email, letter, voicemail, webchat, SMS and social media), meeting performance targets
- Deliver excellent customer service by demonstrating ownership, accountability, quality, and a proactive “can do” attitude
- Accurately log and respond to enquiries using a bespoke telephony platform and various service-specific systems
- Maintain and update customer records in line with IWC systems, processes, and data standards
- Process payments and support income collection in accordance with council policies and financial procedures
- Use internal resources, including the intranet, to provide accurate information and assist with online customer queries
- Offer clear and accurate signposting to external services for both customers and team-handled enquiries
- Support additional administrative functions while maintaining a flexible skill set to respond to changing service demands.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Experience of dealing with customers by telephone or face to face		E	
Good communication skills and able to relate to people in a variety of situations		E	
Able to demonstrate a willingness and ability to learn new skills			
Experience of working in a team			D

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Knowledge of alternative methods of customer contact ie SMS, webchat and social media			D
Knowledge of council services and its structure			D
Capable of working to timeframes and targets		E	
An understanding of sensitive and/or confidential information and GDPR		E	
Well organised		E	
Literate and numerate		E	
Good IT skills and knowledge of Microsoft applications		E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
GCSE level qualifications		E	
NVQ level 2 in Customer service or similar, or appropriate relevant experience			D
Other Requirements			
Willing to be flexible to meet service requirements, sometimes at short notice			
Organisation Structure (optional)			