

JOB SUMMARY

Post Title	Customer Advisor						
Job Family	<i>Service Delivery</i>	Pay Range	<i>04</i>	Line Manager to others?	no	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 inNewport</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 most 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 in a busy work environment		E	
Excellent communication skills and telephone and face to face experience		E	
Experience of working in a team			D
An understanding of alternative methods of customer contact ie SMS, webchat and social media			D

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Knowledge of council services and its structure			D
Customer focused, sensitivity and empathy to relate to people in a variety of situations		E	
Capable of working to timeframes and targets		E	
Experience of dealing with sensitive and/or confidential information and committed to the principles of equality and diversity		E	
Efficient and very well organised with the ability to stay calm under pressure		E	
Literate and numerate, attention to detail and the ability to maintain required records		E	
Excellent keyboard and IT skills including use of Microsoft applications and specialist systems		E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
4 GCSE grade C or above or equivalent (including Maths and English)		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)			