



JOB DESCRIPTION & PERSON SPECIFICATION

Issue Date: January 2022

DETAILS OF POST

Job Title:	Customer Services Advisor
Department:	Information Services
Responsible to:	Customer Services Manager
Salary:	£19,312-£20,494 per annum, full-time
Scale Point / NJC Scale:	5 - 8
Status:	1 Year Fixed Term with potential to be made permanent

Contacts: The post holder should expect to have contact with:

- Town Council Councillors and employees
- Members of the public
- Education officers and school staff
- Community organisations and their representatives
- Suppliers
- Other Council service users

JOB PURPOSE

The main purpose of the role is to:

To be the first point of contact within the Information Services and Reception at the Trowbridge Information Centre. To promote Trowbridge Town Council and the Discover Trowbridge brand to visitors, local residents, businesses and all other customers both internal and external.

This involves:

To be able to effectively support the Customer Service Manager in the delivery of high quality customer service.

MAIN DUTIES & RESPONSIBILITIES

Promote

The Customer Service Advisor role requires many levels of promotion of the town, the Town Council and its departments. You must always present yourself in a professional manner providing high quality customer service and knowledge.

This includes:

Outreach

- Working outside of the office, around the town and possibly around and outside of the county.
- Making sure risk assessments, outreach finance forms and GDPR are followed, at all times.
- Setting up any relevant equipment and representing the council and its services to members of the public and have in-depth knowledge of the town, the council and its services.
- To wear our town mascot (Trowbridge Ted) when required, following risk assessments.

Digital

- To ensure Visit Wiltshire, Great West Way and any other partnerships are kept up to date with information on their websites. To provide information in a timely way, when requested, as well as, ensuring that our events are added to their calendars.
- Ensure social media accounts follow brand templates and are kept up to date with information with regular, scheduled posting.
- To collect and update the e-newsletter with information whilst making sure it follows the town council agenda and staying within brand and supporting
- the direction of the council as a whole.
- To make sure information on the website is up to date, amending as required and reporting issues immediately.
- To ensure telephone on hold messages are updated accordingly and all departments are promoted equally.

Events

- Supporting the Customer Service Manager in event planning and organisation to promote the Town Council's core services to enhance the Discover Trowbridge brand as well as Mayoral events and fundraising activities.

Partnership

- Working respectfully and supporting other departments within the council, town partners, local businesses, community groups and charities. This includes cross promotion and sales.
- Build a trusting relationship with the Mayor and the Deputy Mayor, and their nominated charities to support the Mayoral year, positively and successfully.
- Work proactively with fellow team members.

Organisation

- Assist in a wide variety of services including travel bookings, advice, event sales, transport information, sales of stock, publications and all other services.
- Ensure the Information Centre inside and outside is well presented, efficiently organised for easy use and accessibility.
- Ensure all information is accurate and up to date.
- To comply and understand all Trowbridge Council Policies and Procedures as well as internal working systems.
- Open and close the building as a key holder in line with the operating procedures for Trowbridge Town Council. Understand the importance of following correct procedures to ensure security of the building.
- Assisting with the Mayoral book along with the updating of images within the Civic.
- Be the first point of contact for the Town Council following a transparent messaging process.

Administration

- To operate the mailing activities, sorting, stamping and redirecting mail, posting as appropriate.
- Report complaints to the appropriate manager and ensure the complaints policy is followed through all mediums.
- To undertake all retail activities including bookings, events, invoice processing and to record these accurately and timely on the payment record. To take responsibility for the end of day cashing up and reconciliation.
- Recognise Freedom of Information requests and Subject Access Release requests and direct to Customer Service Manager, and provide support with handling of requests as required.
- Ensure the Town Council's website is up to date, ensuring legal compliance with correct documents being displayed, following the correct legal timeframe.
- To ensure process is followed when organising the Mayor's diary.
- Ensure processes are followed and completed with selling of hanging baskets and sponsor signs around the town.

GENERAL INFORMATION FOR ALL POSTS

Safeguarding

Trowbridge Town Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment. Some roles will be subject to a full disclosure and barring service check before appointment is confirmed.

The post holder will, on occasions, be expected to:

- be on a rota system for evening/weekend service delivery
- abide by the Town Council's Policies and Procedures
- participate in the Town Council's annual performance reviews
- attend additional training and development courses identified as a requirement for furtherance of the position or the post holder's personal development
- attend meetings or events which may fall at evenings or weekends
- undertake any other reasonable duties that the Town Council may ask of you.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down by Trowbridge Town Council's Equal Opportunities Policy

Health and Safety

- Act responsibly in managing your own health and safety and that of anybody else who may be affected by your acts or omissions
- Act responsibly showing regard for the environment at all times and adhere to the Council's Policy
- Work responsibly to ensure that, on a day to day basis, work is conducted within the framework of all local and legislative health, safety, environmental and welfare guidelines and policy

Confidentiality

The post holder is required to work in a confidential and professional manner and to uphold the good reputation of the Town Council

Data

To see how we handle and store your data please view our privacy notice

<https://www.trowbridge.gov.uk/your-council/privacy/>

The aim of this job description is to show the general purpose and level of responsibility of the post; it sets out the main duties of the post as at the date of issue

Due to the changing nature of the business, such duties may vary and develop from time to time without changing the general nature of the post or level of responsibility. Such variations are a common occurrence and would not, of themselves, justify the revaluation of a post.

PERSON SPECIFICATION: CUSTOMER SERVICES ADVISOR

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • GCSE level 4/grade C or above in English or a level 2 equivalent • GCSE level 4/grade C or above in Maths or a level 2 equivalent 	<ul style="list-style-type: none"> • CLAIT or similar • Leisure and Tourism • Experience of Word Press • Experience of Social Media management platforms and or Mailchimp
Experience	<ul style="list-style-type: none"> • Working in a public facing position / reception role • Computer work with a wide range of document types • Organisational capability 	<ul style="list-style-type: none"> • Involvement in organisation of events • Working with finance systems
Knowledge & Understanding	<ul style="list-style-type: none"> • Customer Service • Awareness of attention to detail • IT packages including Microsoft Office 	<ul style="list-style-type: none"> • Local Government
Skills & Aptitude	<ul style="list-style-type: none"> • Can produce accurate work • Pleasant personality • Good listener & communicator • Presentable • Self-starter • Shows initiative • Enthusiastic • Trustworthy • Flexible approach to working 	<ul style="list-style-type: none"> • Report writing