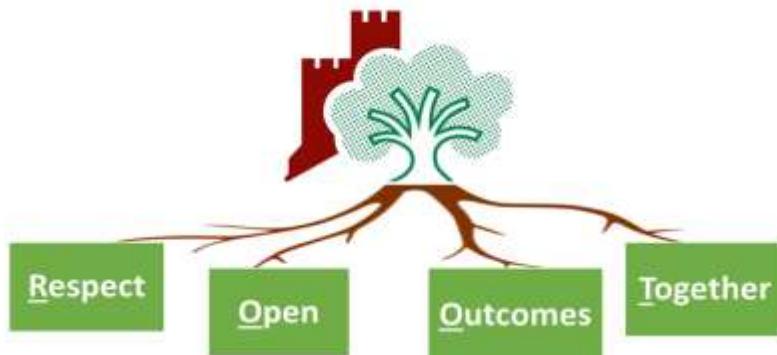


## JOB DESCRIPTION



<b>DIRECTORATE</b>	Director of Resources
<b>SERVICE</b>	Digital & Customer Services
<b>POST NUMBER</b>	TBC
<b>POST TITLE</b>	Customer Services Officer
<b>POST GRADE</b>	Local Salary Scale S3 – S4
<b>CONDITIONS OF SERVICE</b>	National Joint Council (NJC) for Local Government Services as amended locally
<b>RESPONSIBLE TO</b>	Customer Services Team Leader
<b>RESPONSIBLE FOR</b>	No supervisory responsibility
<b>LOCATION</b>	Primarily based at the Town Hall, Bexhill-on-Sea. The post holder will be required to work at Community Help Points and attend outreach surgeries as operationally necessary. Hybrid working may be available for this role, subject to service requirements and business needs.
<b>JOB PURPOSE</b>	To work as part of a team to deliver a professional, high-quality customer service. The post holder will use a range of communication methods to manage enquiries and complaints, aiming to resolve issues at the first point of contact.

### RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
<b>1</b>	To assess and resolve enquiries, requests and complaints primarily on the telephone but also via digital channels and face to face, to ensure that customer enquiries are resolved at the first point of contact
<b>2</b>	To use sound judgement and make decisions in line with established procedures and work notes for each service request. This includes logging and processing enquiries while adhering to agreed Key Performance Indicators, Service Level Agreements, and quality standards to maximise customer satisfaction.
<b>3</b>	To assist customers in their understanding and completion of relevant documentation, applications and registration forms
<b>4</b>	To provide cover for Senior Customer Services Officers when required
<b>5</b>	To provide mentoring and training support when required
<b>6</b>	To keep up to date with organisational changes within the Council in order to provide accurate information to customers. To take the initiative in highlighting areas of process that requires updating
<b>7</b>	To efficiently and accurately operate a number of IT systems.
<b>8</b>	To assist and advise on the application of good equal opportunity practice with regard to all duties of the post. To treat all colleagues and service users equally and to challenge any discriminatory practices
<b>9</b>	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
<b>10</b>	Co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety Manual
<b>11</b>	To undertake any other duties for which the post holder is competent and which the Head of Service considers necessary for the effective and efficient delivery of the Service

Colleagues are expected to demonstrate our Values and Behaviours –

RDC Value	Behaviour	Description
<b>Respect</b>	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
<b>Open</b>	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
<b>Outcomes</b>	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
<b>Together</b>	<b>Communicates</b>	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

## PERSON SPECIFICATION

<b>Post Title</b>	Customer Services Officer	
<b>Directorate</b>	Director of Resources	
<b>Service</b>	Digital & Customer Services	
<b>Grade</b>	Local Salary Scale S3 – S4	
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Minimum five GCSE's at grade C including English Language and Maths or equivalent	X	
A customer service qualification	X	
<b>Experience</b>		
Working directly with the public in an advisory and/or information providing capacity	X	
Significant experience of providing a customer focused frontline enquiry service either face to face or call centre based	X	
Working in a public sector organisation		X
<b>Skills and Abilities</b>		
Employ a proactive, empathic and courteous approach to all customers	X	
Interpret and convey complex information to customers	X	
Work as part of a team and on own initiative	X	
To work under pressure and to timescales	X	
Able to train and mentor other Customer Services Officers	X	
Active listening skills	X	
Sound judgement and decision making	X	
Excellent communication skills	X	
Ability to follow procedures	X	
Training delivery	X	
<b>Training</b>		
Evidence of knowledge and proficiency of Microsoft packages	X	
Willingness and commitment to train and develop	X	
CRM experience	X	
ICDL or equivalent		X
<b>Knowledge</b>		
A commitment to and understanding of the principles of customer care	X	
A commitment to and understanding of Equal Opportunities Policies		X
Awareness of public sector services available in the Rother area		X
Awareness of confidentiality and data protection		X

January 2026