

Customer Service Advisor – Additional Role Information

About the role

The role is desk-based and involves lengthy periods at a computer workstation. Advisors use multiple IT systems to manage and record customer interactions.

On an average day, you will log into our call handling system, and calls will be automatically routed to you regarding various council service enquiries. Customer Service Advisors may handle as many as 500 calls per month during busy periods!

You will be navigating numerous systems to resolve enquiries. We use telephony data to monitor performance such as speed and accuracy, and we record and listen back to calls to support professional development.

Between calls you will contribute to various admin functions.

Shift Patterns

Customer Service Advisors work varied shifts based on business needs.

Shifts are scheduled for you at least two weeks in advance and include early, late, and Saturday shifts.

Typical weekday shifts are 8-4:30pm, 8:30am-5pm, 9-5:30pm, and 9:30am-6pm. You are unlikely to work the same shift on consecutive days.

Weekend cover occurs about once every six weeks and consists of 4 hours worked on Saturday at a time that suits you.

Shifts can be swapped among team members. Full-time staff get two 15-minute breaks and an hour for lunch, while part-time staff breaks depend on hours worked.

Example Shift Pattern

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1	8am-4:30pm	9am-5:30pm	8:30am-5pm	8am-4:30pm	9:30am-6pm	
Week 2	9am-5:30pm	8am-4:30pm	9am-5:30pm	9:30am-6pm	9am-5:30pm	
Week 3	9:30am-6pm	8:30am-5pm	8am-4:30pm	9am-5:30pm	8:30am-5pm	9am-1pm
Week 4	8am-4:30pm	9am-5:30pm	9:30am-6pm	9am-5:30pm	9am-5:30pm	
Week 5	8:30am-5pm	9am-5:30pm	8am-4:30pm	9:30am-6pm	8am-4:30pm	
Week 6	9am-5:30pm	8am-4:30pm	9am-5:30pm	8am-4:30pm	9:30am-6pm	

Training, support, and development

On your first day, you'll be introduced to a comprehensive 6-month induction plan designed to help you confidently perform your role and settle into the team. This plan includes weekly check-ins with your manager to discuss your progress, address any challenges, and offer tailored support for your development.

You will be given the opportunity to opt in to our mentor scheme to receive mentorship from one of our established customer service advisors throughout your induction.

Upon successful completion of your induction and probation period, you will transition to monthly one-to-one meetings with your manager. These sessions are designed to review and support your performance, using a range of key indicators such as call handling productivity, accuracy, administrative efficiency, and call quality through recorded call reviews.

Alongside this, you will have the opportunity to set and work towards your own professional development goals, with ongoing support and guidance from your manager to help you achieve them.

You will also have the opportunity to enrol in our comprehensive Level 2 Customer Service qualification, further supporting your growth and career development.

Terms and Conditions

The full-time starting salary is £28,142 pa, with the opportunity to progress to £33,699 pa as over time. Salary progression is gradual and linked to your development, performance, and annual review outcomes.

This role sits within our Customer Services Job Family, which is structured across four progression levels. Each level outlines clear operational, behavioural, and development expectations.

Progression through the salary range is achieved incrementally, as you build your skills and consistently meet and exceed performance objectives. Pay increases are awarded through the annual performance review process and are based on individual performance and contribution.