



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Customer Service Advisor
Grade	5
Directorate	Corporate Services
Service	Contact Warrington

Criteria

Experience		
1 Previous experience of dealing with enquires in a pressurised customer service environment.	A/I/T	E
2 Understanding of the concept of Best Value and high-quality service deliver.	A/I	D
3 In depth and up to date knowledge on a range of Council Services.	A/I	D

Skills and Abilities		
1 Excellent communications and interpersonal skills.	A/I	E
2 Good Organisational skills and be able to prioritise workload.	A/I/T	E
3 Customer focused and responsive to customer needs.	A/I/T	E
4 Sympathetic approach to customer care and strong public relation skills.	A/I	E

5 Ability to work accurately under pressure and to tight deadlines to provide a high-quality service delivery and respond positively and promptly to change.	E/I/T	E
6 Ability to work effectively as a member of a team, co-operating and supporting colleagues.	A/I	E
7 Ability to work on own initiative an in a busy environment, with a minimum of supervision.	A/I	E
8 Excellent keyboard skills & ability to use an interrogate database systems.	A/I/T	E
9 Ability to embrace new technology and an innovative approach in dealing with changing requirements.	A/I	E
10 Ability to analyse, interpret and respond positively to enquiries.	A/I/T	E
11 Flexible approach to work.	A/I	E
12 Knowledge and understanding of council service.	A/I	D
13 The ability to converse at ease with customer and provide advice in accurate spoken English is essential for the post.	A/I	E

Education, Qualifications and Knowledge		
1 Minimum of 4 GCSE's A-C grade or equivalent (including Maths & English).	A/I	E
2 European Computer Driving Licence.	A/I	D
3 NVQ Level 2 in Customer Service.	A/I	D
4 Working knowledge of Microsoft Office application, including the ability to input and access relevant databases.	A/I	D

Other Requirements		
1 Availability to work flexibly over the opening hours of the contact Centre as a whole.	A/I	E
2 Availability to work at an y customer service location within the Borough, in accordance with the needs of the service. Consideration will be given to special circumstances.	A/I	E
3 To undertake regular performance reviews with the line manager, agree targets and objectives for continuous improvement and undertake training as and when required.	A/I	E

4 To provide ad hoc cover as an when required ensuring the efficient operation of the service.	A/I	E
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Commitment To Equal Opportunities		
1 Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E
2 Ability to recognise discrimination in its many forms and willingness to address it.	A/I	E

Commitment To Service Delivery / Customer Care		
1 An understanding of and personal commitment to the Vision and Values of Warrington borough Council.	A/I	E
2 Strong commitment to customer care and in delivering high quality services.	A/I	E
3 Sensitive to the issues facing customers when requesting our service help.	A/I	E
4 Commitment to service improvement	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council’s climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements		
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.		

Prepared / Revised By	Sharon Clancy
Role	Contact Centre Manager
Date	21.05.25