

CUSTOMER SERVICE ADVISOR

PAY SCALE	Grade 6
CONTRACT TYPE	<i>Fixed Term Contract for 12 months</i>
LOCATION	Training in Guildhall, Shrewsbury, with a transition to hybrid working thereafter, subject to suitability
CLOSING DATE	Monday 26 th October

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

Do you enjoy helping people and finding solutions? As a Customer Service Advisor, you will be at the heart of our service, helping members of the public with enquiries about a wide range of council services. Every call will be different. You will listen carefully, ask the right questions and provide clear, accurate information, resolving enquiries at the first point of contact wherever possible. You will handle calls in real time, update council systems and make sure complex, sensitive or urgent matters reach the right service. You will join a busy, supportive team where your calm approach, sound judgement and commitment to excellent customer service will make a genuine difference to people across Shropshire.

What you'll bring

- You are a confident communicator and active listener who can explain information clearly and put customers at ease.
- You have experience in customer service, a contact centre or another public-facing environment.
- You remain calm, professional and respectful when dealing with challenging, sensitive or urgent enquiries.

- You are comfortable using several digital systems while speaking with a customer.
- You use good judgement, pay attention to detail and record information accurately.
- You can prioritise a busy workload while supporting colleagues and contributing to a positive team environment.
- You are committed to equality, confidentiality and providing a high-quality public service.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme [Shropshire County Pension Fund](#)
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

Interested in making a difference through great customer service? We would love to tell you more about the role and the team. You can contact us on **01743 258439** and ask for **Clare Mobberley or Sarah Carpenter** for an informal conversation.

Secondment applications are welcomed. Whether you are looking for a new challenge or an opportunity to broaden your experience, we invite you to bring your skills, knowledge and expertise to Shropshire and help us make a positive difference to our communities.

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!