

# Customer Services Advisor

Part-time – 25 Hours per week Mon - Fri– Permanent  
Grade A2 - £25,584 - £27,269 per annum

North Kesteven District Council is seeking an **experienced** professional to join the **Customer Services** team; This post puts you at the heart of the Council and Customer focused **department** which is critical in the delivery of the Council's services through telephone, face-to-face and via Email.

## Job Requirements:

- Skill and aptitude for delivering excellent Customer Service
- Previous experience of working in a call centre/Reception environment
- Attention to detail
- Ability to use Microsoft Office
- Ability to demonstrate using multiple IT Systems
- Strong organisational skills

## Key Responsibilities:

- Dealing with incomes calls/visitors/Emails to the organisation
- Supporting other departments to deliver their services
- Processing payments
- Processing service requests with clear and concise information

## Key Attributes:

- Excellent reactive listening skills
- The ability to multitask in a busy environment
- Excellent communication skills
- Demonstrate strong understanding of empathy skills

You will be required to apply a high level of attention to detail when carrying out this role, to support the delivery of customer service at an operational level and show an appreciation of the contribution local government can make to the welfare of the people living, working, and visiting the district. If you feel you have what it takes, this could be the role for you.

If you would like an informal chat about this post, please call Laura Reeson, Customer Services Supervisor on 01529 414155

**To complete an application form and further details, please visit our website [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk)**

The closing date for all applications is **27<sup>th</sup> April 2025**  
The interview date will be **6<sup>th</sup> May 2025**



**North Kesteven**  
DISTRICT COUNCIL

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## Mandatory Job requirements

Part time position – Monday – Friday 0845 - 1430

Does this job require:

Enhanced DBS Check	No
Standard DBS Check	No
Basic DBS Check	Yes
Driving licence	No
A car available for work	No



**North Kesteven**  
DISTRICT COUNCIL

# Why join North Kesteven District Council?



Shortlisted for the local government sector's biggest accolades and recognised for our strength, stability and supportive working environment, North Kesteven District Council **is going places**.

## Successful Partnerships



With a scale of ambition and achievement that belies our size, North Kesteven is widely recognised as **an effective, positive, and well-respected partner** that is future focused in regard to both the communities we serve and the colleagues who work at NKDC collaborating in successful outcomes.

## Awards



- Local Authority of the Year finalist in the MJ Awards 2022
- Council of the Year finalist in the LGC Awards 2022
- Chief Executive of the Year finalist in the MJ Awards 2022
- Investors in People Gold Accreditation 2021
- Investors in People – Health and Wellbeing Gold Accreditation 2022
- Active Lincolnshire's Workplace Wellbeing Award Winner 2021 & 2018
- Colleague motivated by Council wellbeing offer awarded for Active Change and as Active Champion 2021 by Active Lincolnshire
- Campaign of the Year finalist in LGC Awards 2021 for communications partnership work

## Commitment to Net Zero



Accelerating bold climate action aspirations, building homes at pace and to high-levels of energy-efficiency, growing capacity and confidence in the local economy, enhancing the local environment, delivering excellent services in ways that customers want them and investing heavily in advancing a District of Flourishing Communities, we draw on the talents of everyone with the team in achieving meaningful progress. With a direct thread linking every colleague's individual action directly to our overarching vision and purpose, it is as important to us that everyone sees how they contribute to and connect with our climate aspirations, as much as to our overall service delivery plans and personal wellbeing commitments

## Your Wellbeing



Your wellbeing is as important to us as it is to you; with an agile working preference to facilitate a positive work-life balance, dedicated and award-winning provision of paid wellbeing time, discounted leisure access, generous healthcare and pension arrangements and a supportive culture that is championed throughout the organisation and recognised by public-sector leaders as a 'key priority' for us.

## The Benefits

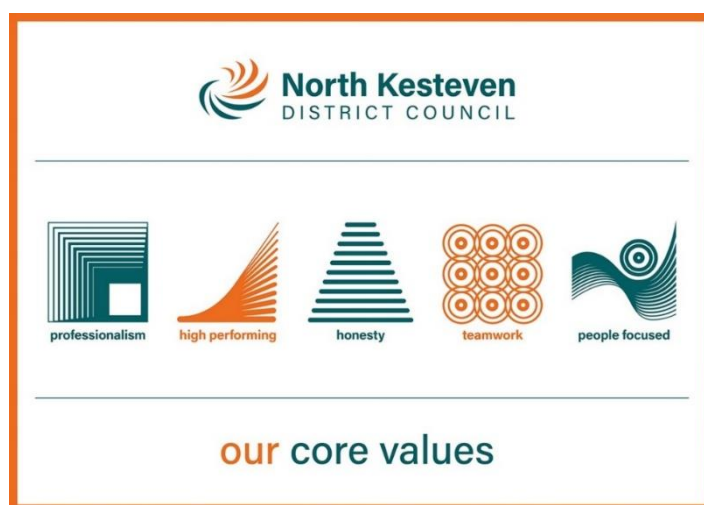
At North Kesteven, we pride ourselves on our benefits package. Colleagues existing benefits cover:



- Local Government Pension Scheme
- Enhanced holiday pay, increasing with time served
- Dedicated counselling services
- Free eye tests and vouchers for glass for DSE use
- A suite of fitness programmes and wellbeing time
- Healthcare cash plan
- Cycle to Work Scheme
- Discount schemes
- Hybrid working



We know that we are only as good as the people that make us. We are proud of the many conscientious, committed, dedicated and determined individuals who collectively collaborate in shaping excellent, effective and efficient enhancements in the lives, fortunes and opportunities of our customers and our communities. But we're short of one person, specific to this role. If you feel it's you, please let us know how you can contribute and add something more to both what we do and what you do.



To get a sense of what we're planning over the coming years, see:

[www.n-kesteven.gov.uk/NKplan](http://www.n-kesteven.gov.uk/NKplan)

To explore what external industry assessors say about us, see:

[www.n-kesteven.gov.uk/CPC2021](http://www.n-kesteven.gov.uk/CPC2021)

To share our longer-term 2030 vision, see:

[www.n-kesteven.gov.uk/ourcommunitystrategy](http://www.n-kesteven.gov.uk/ourcommunitystrategy)

To understand our climate approach, see:

[www.n-kesteven.gov.uk/climateaction](http://www.n-kesteven.gov.uk/climateaction)

To be informed on our strong financial position, see the finance plan at:

[www.n-kesteven.gov.uk/NKplan](http://www.n-kesteven.gov.uk/NKplan)