Corporate Customer Services Administrator

- Grade: 4
- Date Reviewed: May 2026
- JE_ID 14557

About the job:

The Customer Service team is a multi-channel, first point of contact service for a variety of internal and external customers. We provide a high quality of service delivery across a diverse range of services on behalf of Gloucestershire County Council, through various channels both traditional and contemporary. Customer service channels currently include Blue Badge, Shire Hall Reception Services, phone, email and web-based enquiries.

The role of the Corporate Customer Services Administrator is responsbile for:

- Supporting the delivery of a comprehensive administration and support function to the service area to meet the needs of internal and external customers
- To provide administrative assistance to the department to support the contribution in meeting the business needs of the service area.

This is what we need you to do…

- To undertake administrative duties to support the business needs of the Team and the wider service area using, where appropriate, computer-based systems, to ensure that services are maintained effectively, flexibly and in a timely way so as to enable the service area and organisation to meet it objectives
- To provide support with financial matters including accurate recording of cheques for budget monitoring purposes.
- Undertake reception and front-of-house duties as required, including opening buildings, facilitating access to Council meetings, and ensuring visitor management protocols are followed in line with relevant legislation.
- Diary management where appropriate using relevant electronic systems.
- To be responsible for the accurate input and monitoring of records and data onto relevant systems.
- Creation and maintenance of filing and recording systems, including statistics and monitoring as appropriate.
- To support a systematic approach to the archiving and appropriate disposal of information.
- To respond and deal with queries via telephone, email and in person providing a high standard of customer care.
- Engage with difficult or upset customers, handling complaints in a professional and courteous manner, in line with corporate procedures.
- To undertake research as required.
- Assist with the response to all customer enquiries and requests for data in accordance with corporate standards and agreed guidelines.
- To ensure confidentiality is maintained at all times within in your service area.
- To assist with statutory procedures within relevant service area.
- To provide administrative support across the Council services to better meet business needs, whilst giving opportunities to the post holder to broaden their skills and experience.
- To undertake such other duties related to the work of the organisation as may be assigned that are consistent with the nature of the job and its level of responsibility.

Special Conditions

- Assist in the implementation of the organisation's equal opportunities objectives with particular reference to any targets / positive actions set out in the [Fairness & Diversity Strategy]
- To adhere to all organisation Health and Safety policies and procedures and other policies and procedures applicable to employees, ensuring timely reporting of any issues.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

Principle Contacts

- Councillors, Directors, Senior Managers, Customer Service Management Team.
- Colleagues, other departments/service areas.
- Relevant outside organisations.
- Members of the public

The ideal candidate will have...

Essential Experience

- Extensive experience of providing information to people using a variety of channels, including social media.
- Significant experience of IT and relevant business systems
- Extensive experience of a customer facing reception function and contact centre experience in a diverse Customer Service based environment.
- Experience of working effectively with people who are distressed, confused or angry.
- Experience of designing and delivering staff development activities, including effective coaching programmes.
- Experience in working under pressure and dealing positively with stressful situations.

Behavioural Attributes

- Good communication skills both written and verbal
- Good interpersonal skills
- Ability to manage own workload and work on own initiative, dealing with conflicting priorities and able to meet demands of working in a busy office environment through commitment to working to deadlines
- Enthusiastic, self-motivated team worker
- Good organisational skills
- Commitment to team working across the service area
- Flexible approach to working and providing administrative support as required
- Commitment to continued self-development.
  Willingness to undertake training to support the delivery of new and or changing client services.

Knowledge, Skills and Understanding

- Experience of Microsoft Office Packages, e.g. Word, Excel and PowerPoint
- Excellent verbal communications skills.
- Excellent written communication skills
- Ability to use the internet in an efficient manner in finding information and undertaking research
- Accurate numeracy skills.
- Creative problem-solving skills with a flexible and adaptable approach to challenges

Education & Qualifications – Essential

- Educated to GCSE Level English and Mathematics 9 – 4 (or equivalent)