



Ribble Valley
Borough Council
www.ribblevalley.gov.uk



Excellent
pension scheme



Training and
development



Generous annual
leave entitlement



Christmas
leave



Flexible
working hours



Annual
pay review



Employee assistance
programme



Family friendly
policies



Staff discount at
Ribblesdale Pool

Customer Service Advisor

Council Offices - Clitheroe

Reference: RES252

Pay: Scale 2 (scp 4-5) £24,404 to £24,790 per annum pro rata

Hours: 20 hours per week. Monday to Friday afternoons.

You will be the first point of contact for all customers calling or visiting the Council offices. Working within a small team in our Customer Services Section, you will enable all customers to communicate with the Council and access services and information, providing assistance and advice on a wide range of services and functions. You will also be asked to provide cover in the Cash Office, and cash handling experience is desirable.

You must be able to resolve customer issues on the telephone and face-to-face. Experience of working in a customer focussed role is essential, as are familiarity with computer based systems and keyboard skills.

A positive and professional attitude is essential, together with confidentiality and integrity.

A DBS check is required and will be undertaken once an appointment is made.

Join us to receive a host of benefits such as flexible working hours (flexitime scheme in operation with no core hours), generous leave entitlement, occupational pension scheme, and training/development opportunities.

Closing date: Friday 11th April 2025

Interview date: Tuesday 22nd April 2025



Guaranteed interview if all essential criteria are met.

We are an equal opportunity employer and applications are welcome from all minority groups.



To apply online: ribblevalley.gov.uk/jobs

Other ways to apply: For a paper application pack, send your contact details and vacancy reference number to HR@ribblevalley.gov.uk or call 01200 414596 (24-hour answerphone)

Reasonable adjustments: For any part of the recruitment process, please email us or provide further information on your application form.

Right to close early: We reserve the right to close job vacancies before the deadline, so please apply early to avoid disappointment.