

Dear Applicant

Post: Customer Service Advisor

Closing Date for Applications: Sunday 12 July 2026

Interviews will be held on: Thursday 23 July 2026

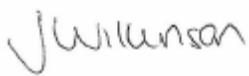
Thank you for your request for an application pack for the above post. Please find enclosed the job description and person specification outlining the duties and responsibilities of this post and the skills and knowledge we are looking for.

Included in this pack is a useful set of notes on completing the application form, a brief explanation of the main conditions of service and some tips on how to prepare for an interview. We hope you will find this additional information useful and would welcome any comments you may have concerning the content.

Because we receive a large number of applications we cannot write back to say we have received your application, or that you have not been shortlisted. You can assume that your application has been unsuccessful if you have not been contacted within four weeks of the closing date.

Thank you once again for the interest you have shown and good luck with your application.

Yours sincerely



STRATEGIC HUMAN RESOURCES MANAGER

POST TITLE: Customer Service Advisor
POST NO: TBC
SERVICE AREA: Finance and Corporate Services
CLOSING DATE: Sunday 12th July 2026 Midnight

- **LOCATION** Rushcliffe Borough Council, Rushcliffe Arena, Rugby Road, West Bridgford, Nottingham, NG2 7YG.

Staff work flexibly - working both from home and hot-desking at Rushcliffe Arena when necessary. All staff are equipped with the latest technology to enable this style of working.

- **GRADE AND SALARY**

Local Scale LS14 currently £27,600- £29,181 per annum. The appointment is to a specific point within the scale. The actual starting point will depend upon qualifications and experience with progression through the scale being by annual increments paid each April

Salary is paid directly into a Bank or Building Society account of your choice on the 23rd of each month.

- **CONDITIONS OF SERVICE**

You will work under the Council's Local Conditions of Service.

- **WORKING HOURS**

Total working week will be 37 hours.

- **OVERTIME**

Dependent upon the grade of your post if you work more than 37 hours a week you may be paid at the appropriate overtime rates.

- **HOLIDAYS**

The annual leave entitlement is:

Length of continuous service in Local Government	Leave entitlement
< 1 year	26 days
1 < 2 years	27 days
2 < 3 years	28 days
3 < 4 years	29 days
4 < 5 years	30 days
5 < 10 years	32 days
10 and above	35 days

The leave year commences in the 1st of the month following appointment. In addition there is fixed concessionary day and (normally) 8 statutory bank holidays per leave year. Part-time and job share employees receive a proportion of these holidays according to the hours they work. (If the post is graded LS4 - LS2 inclusive, leave entitlement will be 29 days).

- **LOCAL GOVERNMENT PENSION SCHEME**

Every employee who is over 16 and under 65 years of age and has a contract of 3 months or more duration is eligible to join the Local Government Pension Scheme (LGPS). Membership is not compulsory though employees are automatically enrolled on appointment with the option of subsequently opting out should they so choose. Please be aware that Auto-Enrolment will be introduced in 2017; for more information, please visit <http://www.lgps.org.uk>. Contributions will be based on your pensionable pay, which is salary plus, for example, any shift allowances, bonuses, contractual overtime, statutory sick pay and maternity pay. Your contribution is determined by your rate of pay and information regarding this is available from the above website. A booklet about the scheme is available on request. As the employer, Rushcliffe pays into the scheme on your behalf, at a rate decided by an independent actuary.

- **HELP WITH RELOCATION**

If you live more than 15 miles from your normal work base and own your own home, you can usually get some financial help with removal expenses and your solicitor's, estate agent's and surveyor's fees. You may also be eligible to get allowances for lodging and settling in. Further details are available from the Human Resources Division.

- **CAR ALLOWANCES/CAR LOANS**

If you need a car to carry out your duties, then you may be eligible to receive reimbursement for car mileage undertaken on Council business. You will need to make sure that your car is insured for business purposes. You may also be able to take out a car loan. Further details are available from the Human Resources Division.

- **TRAVEL PLAN**

The Council's travel plan (refreshed in 2014) aims to reducing greenhouse emissions and reduce the number of car business miles travelled each year. The Plan promotes active travel (such as walking and cycling), public transport and greener driving. Promotions and benefits occur throughout the year. Further details are available on the Council's (internal) intranet site or from environmentalissues@rushcliffe.gov.uk.

- **SMOKING POLICY**

Rushcliffe Borough Council operates a "No Smoking Policy" at Rushcliffe Arena, Abbey Road sites and Leisure Centres. Smoking is not allowed in any of these buildings or surrounding car parks, and there are no designated smoking areas. In addition, smoking is not permitted in Council vehicles.

- **DATA SHARING – EMPLOYEES' PERSONAL DETAILS**

Please note that key payroll data and personal identifiers such as contact details may be provided to bodies responsible for auditing and administering public funds for the purposes of preventing and detecting fraud.

- **ALCOHOL AND SUBSTANCE MISUSE POLICY**

Rushcliffe Borough Council is committed to ensuring the health, safety and welfare of its employees and those affected by its activities. It will take all reasonable steps to reduce, if not

eliminate, the risk of injuries or incidents at work occurring due to individuals suffering from the effects of alcohol or substance abuse. Consequently, the Council reserves the right under this policy to exercise alcohol and drug testing of its employees. This policy applies to all employees irrespective of grade, full-time or part-time, temporary or permanent and also covers agency staff and contractors.

- **HEALTH SCREENING PROCESS**

If your application is successful you will be required to complete our pre-employment Medical Questionnaire and your appointment will be subject to its clearance. If you have an existing medical condition you may need to see our Occupational Health Physician. In addition, we carry out vision screening and hearing assessments for some occupations.

- **PROBATIONARY SERVICE**

All new appointments are subject to the completion of a satisfactory probationary period of six months.

- **POLITICALLY RESTRICTED POSTS**

The Local Government and Housing Act 1989 places certain restrictions on some Local Government employees so that they are prevented from taking part in political activities. You will be advised if the job comes into this category.

- **THE ASYLUM AND IMMIGRATION ACT 1996**

This Act makes it a criminal offence for us to take on new employees who do not have the right to work in the UK. To meet with the requirements of the Act, all candidates appointed have to produce documentary evidence before confirmation of appointment is made. Most candidates will produce evidence of their National Insurance Number from a payslip, P45, P60 or on a NI number card. Please ask for a list of other acceptable documents.

- **DISABILITY CONFIDENT EMPLOYER**

The Council is a Disability Confident employer which means that we are committed to interviewing all applicants with a disability who meet the minimum criteria for a job vacancy and they will be considered on their abilities.

Under the Equality Act 2010 we have a duty to make reasonable adjustments where compared to a non-disabled person, a disabled person is substantially disadvantaged by either the working arrangements (which include the recruitment process) or the working environment. You need to be aware that the duty to make reasonable adjustments will not apply unless we know you have a disability. If you do need some adjustments making either when attending for interview or to enable you to be in a position to carry out a job role you are interested in, then please contact the Human Resources Division at Rushcliffe Arena.

- **APPLICATIONS FROM ARMED FORCES VETERANS AND RESERVISTS**

Rushcliffe Borough Council has committed to helping those leaving the Armed Forces (veterans) and those who are part of the Reserve Forces. To support Veterans and Reservists the Council will offer a guaranteed interview to candidates that meet the minimum essential criteria and are either a Reservist or a Veteran; where the Armed Forces were their last long term substantive employer.

There will be an opportunity to state on the equal opportunities form if you are either a Veteran or Reservist

- **ENVIRONMENTAL STANCE**

The Council is committed through its Environment Policy to maintaining (and improving where possible) the local environment for staff, residents and visitors to the area. The environmental policy and other related policies are available on the Council's website at:

<http://www.rushcliffe.gov.uk/councilanddemocracy/aboutthecouncil/documentsstrategiesandpolicies/>.

Environmental awareness via the staff newsletter, e-learning and intranet is an on-going feature and staff are encouraged to support the Council's Environment Policy through the staff travel plan, nature conservation strategy, climate change strategy and by recycling; facilities are provided to recycle tins and cans, firm plastics, paper and card, electrical items and batteries. Further details are available from environmentalissues@rushcliffe.gov.uk

- **EQUALITY OF OPPORTUNITY STATEMENT**

Rushcliffe Borough Council is committed to a policy of equality of opportunity for its customers, residents and employees. The policy aims to ensure that no customer, resident or employee is treated less fairly by the Council on the grounds of race, colour, disability, nationality, ethnic or national origin, creed, sex, marital status, age or sexuality. Completion of the Equalities Data Monitoring form will assist us to monitor the effectiveness of this practice.

- **EQUAL OPPORTUNITIES MONITORING**

As a major employer in the area, we aim to ensure that individuals are selected regardless of any factor other than the ability to do the job. To help us ensure that our Equal Opportunities Policy is fully and fairly implemented (and for no other reason), you are asked to complete the questionnaire enclosed with the application form.

- **RECRUITMENT FILES**

Recruitment files, including Equal Opportunities monitoring information, will be held for a period of twelve months from the date of appointment.

- **BASELINE PERSONNEL SECURITY STANDARD**

The Government requires that Council post holders who have access to Public Services Networks (PSN) must be validated to the Baseline Personnel Security Standard (BPSS). The checks required are for identity, nationality and immigration status, employment history (past 3 years) and verification of criminal records, for unspent convictions only.

- **REFERENCES**

References may be taken up prior to interview unless you indicate otherwise. If you do not want this to take place until a provisional offer of appointment is made you must make this clear on the application form. However, any employment by us will be dependent on satisfactory references. This may cause a delay in the confirmation of your appointment. We will approach your present and/or last employer so please state each referee's relationship to you. Please note that members of your family are not acceptable as referees.

- **REHABILITATION OF OFFENDERS ACT 1974 & DISCLOSURE & BARRING CHECKS**

One of the sections on the application form asks you to provide details of any criminal convictions that you have. You should read the following information, and the guidance notes provided with the application form carefully before doing so. Under the above Act, job applicants do not have to disclose information on certain convictions after a set period of time, i.e. when they become “spent”. If you have an unspent criminal conviction, we will look at it in relation to the job you have applied for before making a decision. We will treat the information you provide in the strictest confidence.

There are specific job categories which are exempt under the provisions of the Act. This means that you must declare “spent” or “unspent” convictions for work in these categories. If you are applying for a job which involves regularly caring for, training, supervising or being in sole charge of persons aged under 18 or vulnerable adults, you **MUST** disclose all details of ANY caution or criminal offence whether spent or not. Under the Criminal Justice and Court Service Act 2000 it is an offence for an individual who has been disqualified from working with children to knowingly apply for, offer to do or accept or do any work in a ‘regulated activity’.

The Disclosure & Barring Service (DBS) carries out all criminal record checks in England and Wales. If you are a successful applicant for a post which is deemed to be a ‘regulated activity’, you will be required to apply for a ‘disclosure’ from this Bureau (i.e. disclosure to your employer of details of any relevant criminal convictions and/or record). Any offer of employment will be subject to a satisfactory disclosure being received. There are three levels of disclosure – standard, enhanced and enhanced with barred list check. If a disclosure is required, your application will be made on-line via the third party organisation employed by the Council to act as counter signatory. You will receive a copy of the disclosure Certificate of which we will ask for a copy. We will also ask you to register for the Update Service which will enable nominated personnel within the Council to periodically check the status of your disclosure at reasonable intervals, the fee for which will be paid by the Council.

- **RELATIONSHIPS**

You must disclose any personal relationships with a Rushcliffe Borough Councillor or Senior Officer of the Council on the back of the application form.

COMPLETING THE APPLICATION FORM

The application form is usually the only information we have on a candidate when deciding who to select for interview. It is therefore very important that you take the opportunity to complete your form as fully and concisely as possible based on the information we have given you about the job. You can find our online application form on our website – <http://www.rushcliffe.gov.uk/jobs>. You can also request an application form by emailing our jobs inbox at jobs@rushcliffe.gov.uk.

It is sometimes difficult to determine from an application form how well an applicant meets the criteria that have been identified for successful performance in the job. To make this a more objective process, and to assist us in shortlisting, it would be helpful if you could bear in mind the following suggestions when completing your application form:

- Do a rough draft first. This helps you to avoid making mistakes and allows you to make sure that the information you have given is relevant.
- A job description outlining the main purpose and duties of the job will usually be the main document that is available to you. In this situation you need to identify the skills and experience required for successful performance, and tailor your application accordingly.

You may also find other useful information on our website.

- The person specification will give you additional information on the skills, experience, abilities etc. that we are looking for. To complete the application to the best effect, you should demonstrate how you meet each of the criteria identified by drawing on your past and current experience, highlighting the transferable skills and experience you have gained or developed as a result. These should then be put into context by describing specific examples. We cannot make assumptions about your abilities and do not take account of any previous applications you have made.
- Any additional relevant information you would like to give, including outside work interests, would be welcome and will give us a broader picture of you. An A4 Sheet will be sufficient.
- If possible, make a copy of your completed form for future reference.
- Don't send the same form for all jobs you see advertised at Rushcliffe – pay attention to the specific job requirements for the job you are applying for.
- Make sure you return your form to us before the closing date. Applications received after this date will not normally be accepted. If at any time you would like to discuss a particular job in more detail, please do not hesitate to contact the Human Resources Division. They will be able to advise you, or give you the name of an appropriate person to contact, if this has not already been included in the advertisement.

PREPARING FOR THE INTERVIEW

If you have been invited for an interview, here are a few tips that might help you to do your best:

- Prepare yourself – maybe there is more you could find out about the job or the organisation (e.g. visit our website – <http://www.rushcliffe.gov.uk>) or things that you have produced or worked on that you could take along to show the panel, perhaps to support your application.
- Arrive on time – the last thing you want is to feel rushed and harassed when you go into the interview.
- Settle yourself down and make yourself comfortable. When asked a question, give yourself time to think about it before you answer.
- You will be asked questions about: yourself, your experiences, your qualities and skills that you would bring to this job, your application form and probably some questions to test your approach and expertise in a particular area of activity.
- Some interviews may include a test, or ask you to make a presentation. In such cases you will be given the necessary details when invited to attend for interview.
- At the end of the interview, you will be asked if you have any questions - don't be afraid to ask. However, there's no obligation to ask questions so equally don't feel you have to!

It is our aim to ensure that every stage of our recruitment process is fair and properly thought out. We want to ensure that applicants are treated fairly, even if they are not appointed. If you feel you have been unfairly treated, you have the right of complaint. If you wish to take up this right, you must do so in writing to the Human Resources Manager, stating why you feel you have been treated unfairly.