



## Customer Services Advisor

Closing date: 22/09/2019

Interview date: 04/10/2019



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# Applying for this Vacancy

Please read the information in this document before you complete your application form. It is intended to support your decision in applying at Bracknell Forest Council. The information included has details about the specific role that you are interested in, as well as promoting the benefits of working with us.

When filling out our online application form, you will need to make clear:

- Why you are interested in the position
- What relevant skills and experience you have (refer to the Job Description and Person Specification)

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

**To apply, go to the job advert page and click on "Apply online". You will be asked to register before you can complete your online form.**

[Further tips on applying online](#)

## Problems?

For application queries contact the Bracknell Forest Council HR Support Hub:



[Recruitment@bracknell-forest.gov.uk](mailto:Recruitment@bracknell-forest.gov.uk)

For technical application issues contact the Jobs Go Public support team:



[support@jobsgopublic.com](mailto:support@jobsgopublic.com)



0207 427 8250

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.

# Director's Welcome

Dear Candidate,

**Thank you for your interest in the Customer Services Advisor role. This is an exciting opportunity to join our dynamic team, here at Bracknell Forest.**

The Delivery Directorate covers a broad portfolio of services, which have at their heart, a real impact on our customers, be those internal or external; what we do can make a real difference.

The Delivery Directorate is about making things happen, through a range of customer focused divisions, comprising of: Customer Experience (corporate customer care, Libraries, Digital Services, ICT and Business Intelligence), Contract Services (Waste, Street Cleaning, Public Protection, Emergency Planning, Parking and Leisure Services), Property Services (Asset management, Commercial Landlord, Corporate Health and Safety, corporate Landlord), Democratic and Registration Services (Member Services, Democratic Services, Scrutiny Services, Civil Registration and Electoral Services) and Borough Solicitor (including Legal Services and the Monitoring Officer).

In the same way that our community is diverse, we seek to be inclusive in our own teams, building a community that mirrors the communities that we serve. As the Executive Director, I am looking for people to join us who can continue the Council's journey of innovation and bold changes; to improve what needs improving, in a way that respects our culture and our values. Our employees are motivated to have an impact on the community and we look for individuals who are able to make this real for Bracknell Forest.

We believe our staff are our greatest asset and are seeking talented and dynamic individuals with the experience, passion and customer focus to help us achieve our vision.

I hope that the information in this application pack will be useful in supporting your application. Also, that it helps you decide that Bracknell Forest Council is the right place for you to take your next step.



**Kevin Gibbs**

Executive Director: Delivery

# About Bracknell Forest Council

Bracknell Forest Council is proud to be an award-winning and forward thinking organisation that knows what it's doing and where it's going. In 2018 we scooped the prestigious 'Council of the Year' title in the iESE awards. We are the first post-war new town to be comprehensively masterplanned, demolished, re configured and rebuilt. The town's regeneration saw the successful launch of The Lexicon in 2017; a £240m award winning shopping and leisure destination, with work on the next phase in full swing.

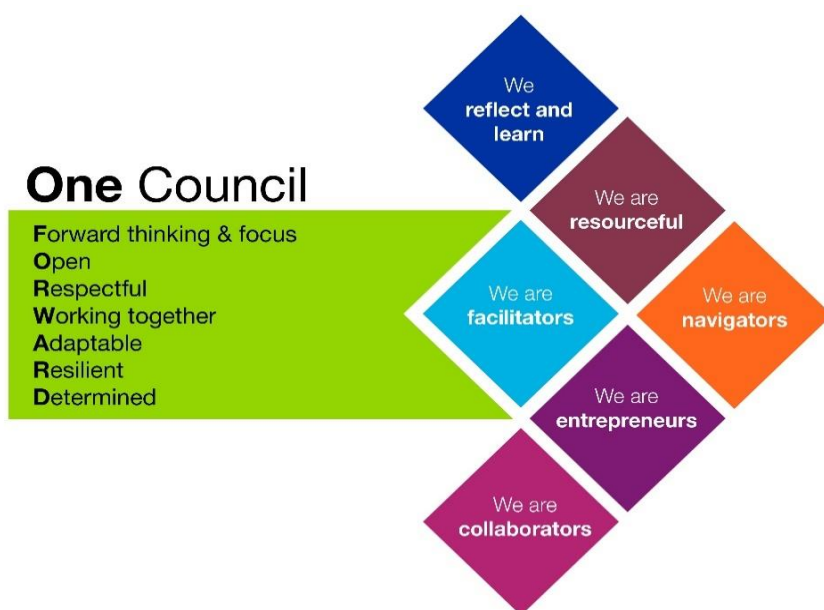
At Bracknell Forest Council we are always looking for better ways of doing things. The people in our community are at the centre of all that we do. Our staff are vital for delivering innovative projects and you will be trusted to take ownership of your own work. You will have time to immerse yourself in the community and be supported by our managers and leaders to excel in your role.

A career with us means having everything you need to build on your skills. To build better relationships and communities. This is your chance to make a lasting impact.

Bracknell Forest is located in East Berkshire. It is conveniently located for transport with the M3, M4, M25 and Heathrow all less than a 30 minute drive. Bracknell benefits from a regular rail service from Reading to London Waterloo.

## Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.



We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; and, that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

## About the Job

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### Salary

The salary for this role will be within the local Bracknell Grade I.

The grade range is £19,171 to £22,462; the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £609 per annum.

### Contract Type

Although your normal working week will be 37 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave. You will be able take up to one full day or two half days off each month if you have worked beyond your contract hours.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

This post will be offered as a permanent appointment subject to one month's notice on either side.

### Location

This position is based at Time Square, Market Street, Bracknell, RG12 1JD.

### Benefits

We want to offer staff the most competitive benefits for working with us. We already benefit from our surroundings with six green flag recognised parks, extensive woodlands, excellent transport connections and a newly regenerated town centre however all staff can make the most of the following:





**Buying and selling  
annual leave**



**Travel Benefits**



**Childcare Vouchers**



**Leisure Membership**



**Shopping Vouchers**



**Dental Plan**

**...and more!**

## Holidays

The annual holiday entitlement is 23 days plus bank holidays.

Annual holiday entitlement increases with length of service (4 extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

## Work Style

Your work style is "Home-Flex". This is primarily deskbound role but it could equally be done for part of the week from home.

For a 5:3 desk ratio this amounts to 40% of time away from a desk in the office – this may be working at home, another location or attending meetings and other activities away from a desk.

The extent, timing and location of remote working will be by agreement with your manager and local working practices. For further details of our workstyles, please get in touch with the Support Hub, as detailed at the start of this document.

## Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

## Parking

There is very restricted parking at our town centre offices. If you would like a car parking space when you start your employment with us we will send you an online form to complete. Please note there will be a charge for parking which will depend on your salary and working hours. You will receive further details from the HR department after a conditional offer has been made. To find out more information about parking at Bracknell Forest Council visit <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/parking/bracknell-town-centre-parking>

Alternatively, the bus and train stations are nearby.

## Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

## Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

## More About Applying

### References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc.

### Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

### Working in the UK

You must be entitled to work in the UK before you can start work with us.

[Check your eligibility to work in the UK](#)

## Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

We encourage applications from those with a disability. We have made a commitment to guarantee an interview to any applicants with a disability who meets all the essential criteria of the person specification.

## Medical Questionnaire

You will be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

## Rehabilitation of Offenders Act 1974

You are required to give details on the application form of all convictions, cautions reprimands, orders and warnings, except 'spent' convictions. Any information which you give will be strictly confidential and will be considered only in relation to this or a similar position for which you may be considered with us.

You must declare any unspent convictions, cautions, reprimands, orders and warnings. To find out more about the recruitment of Ex-Offenders visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/guidance-recruitment-ex-offenders>

## What happens next?

Once you have submitted your application to us it will go through a number of stages.

[View our recruitment process online](#)