

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the job.

Job Title:	Customer Services Assistant		
Job Family:	Customer Hub	Salary Grade:	3
Service:	Learning, Leisure and Customer Services		
Political Restriction:	N/A		
Primary work location(s):	Carn Gwaval Wellbeing Centre and St Mary's Library		
Working hours:	35 per week	Standby duties:	N/A
Working pattern	Flexibility to work one evening shift and a shared Saturday morning rota as part of the team schedule.		
Managed by:	Customer Services Supervisor		
Line manager for:	No line management responsibilities.		
Financial accountability	NA		
Date last reviewed:	30/09/2026		
Approved by (Director):	Strategic Director for Place, Economy and Environment		

Role Purpose:

The Customer Services Assistant is the first point of contact for customers of the Council of the Isles of Scilly, providing a professional, welcoming and efficient service through face-to-face, telephone and email enquiries. The post holder will act as a key signposting resource, helping residents, visitors and service users access Council services and information quickly and effectively.

Based across the Council reception points at the Carn Gwaval Wellbeing Centre and St Mary's Library, the post holder will represent a wide range of Council services, providing accurate information and processing payments, and will act as receptionist and administrator for the library and Active Scilly services.

The post holder will contribute to the efficient operation of customer-facing services by maintaining accurate records, adhering to established systems and procedures, and ensuring customers can access services safely, effectively and with a positive customer experience.

Accountabilities:

- Provide a professional, welcoming and efficient first point of contact for all customers, visitors and service users
- Deliver high standards of customer service, ensuring enquiries are handled accurately, promptly and courteously
- Process payments and maintain accurate financial records in accordance with Council procedures
- Provide accurate, up-to-date information, advice and signposting, helping customers access appropriate Council services and support
- Undertake reception duties at the Carn Gwaval Wellbeing Centre and St Mary's Library, ensuring customer areas are welcoming, safe and well organised
- Support the day-to-day administration of Library and Active Scilly services, including bookings, registrations and record keeping
- Maintain accurate customer, membership and service records in line with Council policies and data protection requirements
- Support the effective operation of customer-facing services by following established systems, procedures and service standards
- Handle customer queries, concerns and routine complaints professionally, escalating issues where appropriate
- Assist in promoting Council, library and leisure services, activities and events to maximise customer engagement and participation
- Contribute to maintaining a safe environment for customers, visitors and colleagues by adhering to health and safety procedures
- Maintain confidentiality and comply with relevant legislation, policies and codes of conduct at all times
- Demonstrate flexibility to meet service needs, including working across different reception points and providing cover for colleagues where required
- Responsible for receiving, recording, safely storing and banking cash and cheques.

Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within the Council's Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☒ Significant use of computers (display screen equipment)	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. driving own private vehicle or CLOS vehicle)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/ repetitive bending / squatting / kneeling / crouching
☐ Rotating shift work	☐ Working on/ or near a road
☐ Manual cleaning/ domestic duties	☐ Regular work outdoors
☐ Undertaking repetitive tasks	☒ Continual telephone use
☐ Work with children or vulnerable adults	☐ Provision of personal care on a regular basis
☒ Working with challenging behaviours	☐ Potential exposure to blood or bodily fluids
☐ Work involving food handling	☒ Face-to-face contact with the general public
☐ Regular work with skin irritants/ allergens	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work requiring hearing protection (exposure to high noise levels)
☐ Work with waste, refuse	☐ Work with vibrating tools/ machinery
☐ Other (please specify):	

Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Knowledge, skills and experience	Essential /desirable	Assessment Method
NVQ Level 3 or equivalent experience	E	A/D
Excellent communication skills, both verbal and written	E	A/I
Excellent administration skills and attention to detail	E	A/I
Strong working knowledge of Microsoft software including Word, Excel and Outlook and ability to learn other software packages quickly	E	A/I/D
Strong understanding of confidentiality and data protection	E	A/I
Proven experience of providing quality customer service to the public	E	A/I
Strong knowledge of Council services	D	A/I
Experience managing financial transactions and maintaining accurate records	D	A/I
Wide breadth of knowledge of the Isles of Scilly	D	A/I

Behaviours/values	Essential /desirable	Assessment Method
Able to contribute positively to the team by collaborating effectively and communicating with clarity.	E	A/I
Able to stay calm, compassionate, and professional in challenging situations, using resilience and a proactive approach to find constructive solutions.	E	A/I
Ability to work effectively under pressure and manage competing priorities.	E	A/I

Contributes to an inclusive and welcoming environment where customers feel valued, respected and supported, ensuring a positive experience for all service users.	E	A/I
Ability to work as part of a team and independently	E	A/I

Other requirements	Essential /desirable	Assessment Method
The post holder will be required to work flexibly to meet service needs including covering staff absences, working one evening shift per week, and participating in a shared Saturday morning rota.	E	I