

Job Description

Customer Experience Coordinator

Reference: CS007

Date: May 2026

Job Family:	Community Services – Community Connectors
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

Deliver an efficient, first-class, customer-focused service through the Council's Contact Centre, handling enquiries from citizens, businesses and visitors via multiple channels. Providing accurate information, advice, guidance, support, and access to Council services, resolving as many queries as possible at the first point of contact. Signposting to appropriate external organisations when required.

Service Purpose

People are at the heart of what we do at Northumberland County Council, and the Customer Experience Contact Centre play a crucial role in supporting customers at the first point of contact for all their enquiries. The team provides accessible, responsive support, aiming to resolve enquiries at first contact, offering clear information and connecting people with the right services. Through skilled advisors, digital channels, and continuous improvement, we deliver consistent, high-quality experiences. By listening to feedback and understanding community needs, we build trust, reduce pressure on frontline services, and ensure residents receive timely, effective support.

Duties and Responsibilities

Customer Contact & Query Resolution

- Act as the first point of contact, managing customer enquiries through to resolution.
- Provide accurate and up to date information and advice on Council services and be able to signpost or refer to partner services, using MECC (Making Every Contact Count) conversations to identify further opportunities to provide customer with access to information and support available to them.
- Take ownership of enquiries, resolving queries at first point of contact where possible and follow up with customers where further action or clarification is required.
- Encourage and support effective self-service use, providing digital assistance to enable access to online services.

Customer Experience & Feedback

- Maintain high standards of customer care, promoting a culture of service excellence.
- Receive, record and respond appropriately to compliments, comments and complaints, offering guidance where needed.

Systems, Records & Transactions

- Use ICT systems to maintain accurate records, files and service data.
- Process payments for Council and partner services and assist customers to access digital or telephone payment methods.

Administrative & Service Support

- Undertake general administrative tasks to support service delivery.
- Contribute to continuous improvement of the service and its processes.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 2 or equivalent standard of general education including numeracy and literacy.

Knowledge, Skills and Experience

- Knowledge of Contact Centre systems, processes and procedures.
- Understanding of customer service operations and demand management.
- Awareness of Council services and current issues impacting service delivery.
- Understanding of information governance requirements (e.g. Data Protection).
- Understanding of health and safety and equality standards.
- Experience working in a customer service or contact centre environment.
- Experience handling a broad range of service requests and enquiry types.
- Experience working within structured, process-driven environments.
- Ability to maintain accurate records across manual and digital systems.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

Disciplined - You follow processes, operating well within set standards, rules and guidelines.

Precise - You concentrate on detail and make sure everything is accurate and error free.

Resilient - You have inner composure, recover quickly from setbacks and learn from them.

Problem solver - You take a positive approach to tackling problems. You find ways to identify suitable solutions.

Service focused - You look for ways to serve customers putting their needs at the heart of everything you do.

Desirable

- NVQ in Customer Care/Customer Service related subject.
- CLAIT or equivalent.
- Handling card payments