



Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

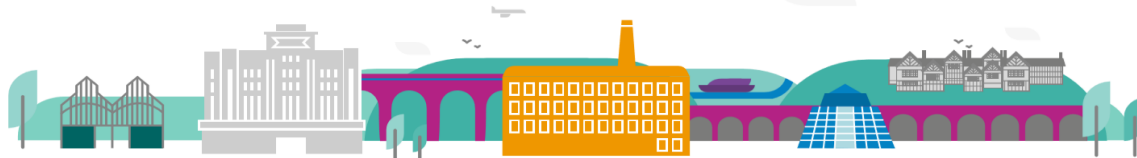
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





Ambitious Stockport, creating opportunities *for everyone*

About the Job

Role:	Customer Support Officer
Service Area:	Contact Centre
Directorate:	Corporate and Support Services
Salary Grade:	Scale 4

Main Purpose of the Job

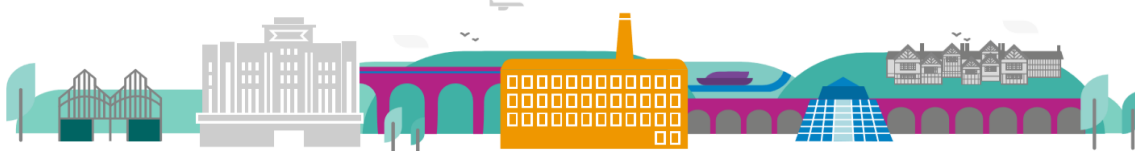
To provide a professional and helpful first point of contact for customers accessing council services. The role involves handling enquiries within the Contact Centre, including inbound telephone calls, as well as providing front-of-house reception cover when required. The postholder will support customers by providing information, guidance and assistance, ensuring enquiries are dealt with accurately, records are maintained correctly, and customers are able to access the services they need.

Key Responsibilities

- Telephone call-handling and managing incoming customer contact (including signposting and directing enquiries)
- Processing and updating information; handling and processing sensitive and confidential information; and keeping information safe
- Working with inhouse case management systems
- Cross-checking information, data inputting and financial transactions, eligibility checks and support to complete applications.
- Where required, support front-of-house reception services across a wide range of council services.
- Training and support will be provided to the successful candidate.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include



Ambitious Stockport, creating opportunities for everyone
everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities

and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Friendly, professional and committed to providing a high standard of customer service.
- Experience of dealing with customers, service users or members of the public in any setting, with transferable skills gained through work, education, volunteering or life experience welcomed.
- The ability to converse at ease with service users/customers and provide advice in accurate spoken English.
- Strong communication and listening skills, with the ability to understand customer needs and provide accurate and appropriate information, guidance and support.
- Organised and able to manage workload effectively while working accurately and paying attention to detail.
- Able to handle sensitive information confidentially and follow established processes and procedures.
- Confident using computers and standard IT applications, including Microsoft Office, with a willingness to learn new systems and ways of working.
- Positive, reliable and able to work effectively as part of a team, with a willingness to learn and develop new skills.