

MODULE NAME-Employability and Career Development

MODULE CODE-LCLM4005-LON

STUDENT NAME-ALHAJI ARDY DUMBUYA

STUDENT ID - 2439867

LECTURER- ANITA NAN

ASSIGNMENT: MOCK INTERVIEW

Job Advertisement:

Job Title: Revenues and Benefits Customer Service Officer

Location: Local authority based in Ealing

Hourly rate: £20.96 PAYE/ £27.77 Umbrella

Contract Length: 3-month contract (possibility of extension)

Working Pattern: Full Time (35 hours a week)

Working Arrangements: Hybrid- Tuesday & Wednesdays in the office

ASAP Start

Job Purpose:

To provide a comprehensive and in-depth telephone service for council tax and housing benefit/ council tax support enquiries. To ensure that all contacts receive a good customer experience, in a professional, timely and courteous manner always.

Job Duties:

To acquire and retain a thorough understanding of Council Tax and Housing Benefit/ Council Tax Support legislation to efficiently manage enquiries.

To be able to clearly explain and process accounts at all stages of the council tax recovery process from reminder to committal stage.

To keep up to date with new Housing benefit/ council tax support and Council Tax policies and procedures, regulations and changes to welfare benefits, tax and pension credits.

Promote and support residents registering for My account and to carry out the functions associated with the portal e.g password resets, reactivation/deactivation, resolve failed registrations and linking of accounts.

To negotiate payment arrangements for council tax liabilities following confirmation of the balance outstanding having regard to any benefit entitlement.

To liaise as necessary with officers within both the council tax and benefit service back offices, other internal departments and external agencies.

To raise inspection requests or refer cases to the valuation/ database team in respect of any properties that may have a property exemption issue or may be subject to a change in the valuation list.

Person Specification: The ideal candidate must have:

An understanding and experience of working within a council tax and housing benefits environment.

Excellent customer service and telephone skills

A good knowledge of council tax and/or housing benefit and council tax support legislation.

Ability to demonstrate excellent customer care skills by seeking to understand the needs of customers and building rapport

Curriculum Vitae (CV)

Personal Details:

Name: Alhaji Ardy Dumbuya

Location: London, United Kingdom

Phone: +44 787 9567877

Email: alhaji@gmail.com

Personal Statement:

A reliable and professional Customer Service Assistant with experience working on the Elizabeth Line with Transport for London. Skilled in delivering excellent customer service, assisting passengers, and maintaining safety and operational standards in a busy transport environment. Able to communicate effectively with a wide range of customers and remain calm when dealing with challenging situations. Committed to providing a safe, welcoming, and efficient service to the public.

Work Experience

Customer Service Assistant – Elizabeth Line

Transport for London, London

Dates: 2021 – Present

Key Responsibilities:

Assisting passengers with travel information, ticketing, and directions.

Ensuring passenger safety on platforms and station areas.

Providing excellent customer service and responding to customer enquiries.

Supporting crowd control during busy travel periods.

Reporting incidents and maintaining station operational standards.

Working closely with team members to ensure smooth station operations.

Education:**University of Wales Trinity and Saint David-London**

Qualification: Higher Certificate Business management

Year Completion: 2026

Government Technical Secondary School – Freetown, Sierra-Leone

Qualification: GCE O'Level

Year Completed: 1980

Key Skills:

Customer Service Excellence

Communication and Interpersonal Skills

Problem Solving

Teamwork and Collaboration

Conflict Resolution

Safety Awareness

Time Management

Personal Attributes:

Friendly and approachable

Reliable and responsible

Calm under pressure

Strong attention to detail

Positive and professional attitude

Additional Achievements:

Experience working in a fast-paced public transport environment

Ability to work flexible shifts including weekends and evenings

Committed to maintaining high customer service standards

Cover Letter

Ardy

London

MR JOHN HOMPSON

Ealing council

5 the Broadway Ealing W5 2NU

09 March 2026

Dear Mr. Thompson,

I wish to apply for the role of Revenue and Benefit Customer Service Officer, currently being advertised on Indeed website. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over 20 years' experience in the transport industry, and I believe to contribute positively to the organisation by supporting revenue management and providing good customer service, during this time make me the right/perfect candidate for the role.

In my current role as a customer service assistant Elizabeth line at transport for London, I have been responsible for training new recruits on customer service skills, train evacuation, and health & safety procedures. I also have good communication skills, problem-solving and teamwork skills.

All of this, coupled with my enthusiasm and dedication, communication skills, teamwork, customer service skills have helped me to contribute greatly towards the company's growth.

I am confident that I can bring this level of success with me to your organisation and help me build upon their reputation as state their position in market – learned through your research. With my previous experience and expertise, I believe my contribution will have a great impact on the company.

Thank you for considering my application. I look forward to the opportunity to discuss my application further.

Yours faithfully,

Ardy

Dumbuya