

Job Description

Job Title:	Customer Services Advisor
Directorate	Communities & Housing
Department:	Communities
Location:	Rising Sun Industrial Estate, Blaina
Reports to:	Customer Services Supervisor
Date JD Agreed:	September 2018

Job Purpose

The post holder will be responsible for delivering an empathetic, efficient and professional first point of contact service to all customers.

Operating as part of the customer contact team you will assist our customers to resolve a diverse range of enquires across a very broad range of services including repairs, income management, major investment programmes and housing/neighbourhood management.

Values

Our values that support our Vision, Mission and Aims are CALON. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

- **C – Creativity:** we want people to think differently, challenge processes where they can see improvement, and take risks.
- **A – Authentic:** we want people to be themselves and be open, honest and trustworthy, and act with integrity.
- **L – Learning:** we want people to understand the importance of learning as an ongoing approach to success in their roles.
- **O - Ownership:** we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.
- **N – Not on your own:** we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- Provide an empathic, responsive and professional first point of contact service across a wide range of communication channels including, telephone, e-mail, on-line / social media and in person.
- Allocate repairs, service requests and general queries in line with company policies and procedures, ensuring that individual customer needs are recognised and taken into consideration.
- Accurate and timely updating of all customer records and transactions ensuring all appropriate data is collected and recorded in line with GDPR regulations and organisational policies and procedures.

Detailed Tasks

- Utilise appropriate questioning, listening and diagnostic skills to resolve customer requests as efficiently as possible and according to call handling standards.
- Across all contact channels with customers ensure that policies and procedures are adhered to in relation to General Data Protection Regulation and confidentiality.
- CRM – Ensure that customer contacts and processes are recorded accurately and effectively in our housing management system.
- Quickly respond to lone worker calls, assess the situation, analyse the risk and follow appropriate procedures to ensure the safety of staff.
- To support the Income Team in mitigating the risk of welfare reform by reinforcing a payment 1st culture during contact with customers.
- To accurately record incidents of neighbour nuisance and ASB promptly and effectively on the housing management system and liaise with the Community Housing Team and ASB Officer when necessary.
- To aim provide a “right first time” resolution to customers when responding to their enquiries.
- Assist to promote awareness of alternative communication channels including the promotion of the tenant portal to support the organisational objective of digital by choice.
- To coordinate customer contacts with the other departments, acting as first response for requests for service and making appointments for customers to see specialist staff if necessary.
- To effectively diagnose and allocate repair requests from customers across a wide range of contact types in accordance with policies and procedures with specific awareness of high risk compliance areas including :
 - Gas Escape Procedure
 - Two to Attend
 - Needle Risk
 - Asbestos
 - Right to Repair

- Seek to take ownership of and resolve informal complaints in line with complaints policy.
- In any interactions with customers, always consider their health and wellbeing, taking the necessary steps to identify, assess and raise any care or support needs. This will include the use of language line and hearing loop.
- Utilise and maintain the tenant information so that it complies with GDPR legislation and that it is able to be used to ensure services are tailored to meet specific customer needs.
- Carry out Tenant Satisfaction Surveys and all outbound activities in line with team objectives, for example call backs and follow-on from answer phone messages.
- Carry out administrative duties as needed within the centre, including data entry in the housing management system.
- Support other operational delivery teams in dealing effectively with customer enquiries in areas including lettings, estate management, empty homes and support services.
- To identify areas for improvement and bring these to the attention of the Customer Services Manager to ensure the service is continually improving.
- To work flexibly as part of a team to ensure the service is covered as required.

Reception

- Staff the reception desk, to welcome visitors to the reception area and attend to their requirements.
- To ensure the reception area is tidy and has appropriate information on display for customers
- Take card and cash payments for customers for areas including rent, insurance and ground rent.
- Sort, log, scan and distribute incoming mail and frank outgoing mail, monitoring the mail database to ensure that all correspondence is replied to within the policy guidelines.
- Take ownership of keys handed back into reception and follow the required process.

Key working Relationships

- Daily contact with general public for all general enquiries.
- Daily contact with tenants and leaseholders for all housing and repair related enquiries.
- Contact with AM's, MP's and Local Councillors for all housing and repair related enquiries.
- Daily contact with other agencies such as Social Services, Support Services, Emergency Services and Utility companies.

- Liaise with all Contractors on a daily basis to schedule repairs, facilitate the successful resolution of complaints.
- Work collaboratively with the income, planning, assets, community housing, property service teams and other internal colleagues to ensure that tenant queries and request are resolved.

Responsibilities for Resources

- There are no formal managerial responsibilities in this post.

Risk, Health & Safety

- The post holder has a responsibility to ensure that any special circumstances associated to tenants and or property addresses are adhered to for example:
 - Two to attend – risk to staff attending properties
 - Needle risk – possible injury to staff
 - Gas Escape Procedure – risk to life
 - Safe system of work – risk to staff being exposed to asbestos

Work Environment

- The physical environment requires the employee to work only inside the office.
- Extensive periods [up to 7 hours daily] taking inbound customer calls and responding to queries via other service channels and the subsequent data entry needed, for example access and recording information on the housing management system and sending emails.
- Working daily in a highly pressured environment, i.e. often dealing with contentious issues on a daily basis, including complaint handling and working to resolve customer queries where they may be complex needs.
- Post holder is restricted to specific daily schedule for breaks and lunch to ensure service levels are met.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such



other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Customer Services Advisor	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		To have gained a NVQ Level 2 Qualification in Customer Service.	✓		
✓		Have a good level of literacy and numeracy, educated to GCSE standard or equivalent	✓		
		2. KNOWLEDGE			
	✓	Have an understanding of social housing and the work of RSL's	✓	✓	
	✓	Knowledge of up to date legislation	✓	✓	
✓		Knowledge of relevant confidentiality and GDPR standards	✓	✓	✓
		3. EXPERIENCE			
✓		Experience of delivering front line services	✓	✓	
✓		Experience of using Microsoft Office including Word and excel.	✓		✓
✓		Experience of using Northgate or a similar management information system	✓		
✓		Experience of dealing with a wide range of customer enquiries	✓	✓	✓
	✓	Experience of working in a call centre environment	✓	✓	
		4. SKILLS			
✓		Be able to demonstrate excellent written and verbal communication skills.	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Be able to communicate clearly to people with a wide variety of support needs	✓	✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Customer Services Advisor	Application Form	Interview	Practical
✓		High level IT literacy and keen adapter of digital technology and flexible working methods.	✓	✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work.	✓	✓	
✓		Able to problem solve and makes sound judgements of decision when required.		✓	
✓		Negotiates effectively showing a willingness to find a common ground.		✓	
	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Tenant and customer focussed and commitment to Service 1 st principles.	✓	✓	
	✓	Genuine empathy with the purpose of housing associations and care providers and their customers.		✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development.	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		
✓		Be able to work as part of a team	✓	✓	
✓		Able to demonstrate a commitment to equal opportunities principles and practice	✓	✓	
✓		Be able to maintain a professional and calm manner under pressure	✓	✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Customer Services Advisor	Application Form	Interview	Practical
		6. Other			
✓		Requires Disclosure and Barring Service (DBS) check	✓		