

ROLE **PROFILE**

JOB TITLE: Customer Service Advisor
REPORTING TO: Service Centre Team Leader
TEAM: ForHousing Neighbourhoods

JOB OVERVIEW

To deal with all incoming and follow up contact from customers who have an enquiry or a service request, promoting a customer first culture whilst ensuring that service levels and standards are maintained.

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- Liaising with customers directly through a variety of channels including email, phone, webchat, and ensuring excellent service delivery whilst maintaining service levels and standards.
- Acting as the first point of contact for customers, accurately evaluating the nature of the customer enquiry.
- Responsibility for resolving each enquiry to a satisfactory outcome as efficiently and effectively as possible.
- Inputting, collating and recording customer information accurately using a variety of IT systems.
- Ensuring that all KPI/SLA targets are actively worked towards and achieved in a positive manner.

- Communicating clearly and effectively with customers, colleagues and other departments.
- Ensure full up to date working knowledge of services, developments and all systems used and share knowledge with colleagues.
- Promote equality in the workplace and help to deliver services which are accessible and appropriate to the differing needs of the service users.
- Work effectively as part of a team by covering, working flexibly and participating in team based activities.
- Regularly reviewing and maintaining up to date knowledge of legislation, procedures and policies.
- Acting as a role model, providing guidance and support to colleagues as required.
- Contribute constructively to the improvement and development of the service.

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • Good level of education (to GCSE standard in Maths and English grade C or above) • NVQ Level 2 or 3 in Customer Service (desirable) 	AF/QC AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience in a customer service environment • Experience of operating a computerised data base system • Experience of the use of Microsoft office software in particular Outlook, Word, • Experience of working in a multi-channel environment (desirable) • Experience of working within a call/service centre environment (desirable) • Experience within a social housing environment (desirable) • Evidence of achieving service targets, KPI's and objectives (desirable) 	AF/I AF/I AF/I AF AF AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Can communicate clearly, objectively and professionally • Has effective written communication skills • Accurate and demonstrates attention to detail • Is able to use own initiative to solve problems • Is organised and has a proactive approach • Can work to deadlines and meet KPI's 	AF/I AF/I/T AF/I/T
Personal qualities	<ul style="list-style-type: none"> • Approachable • Driven by achievement • Trustworthy • Reliable • Honest 	
Other		

YOU'RE THE **DIFFERENCE**

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