



JOB DESCRIPTION

ROLE:	Senior Customer Services Advisor
LEVEL:	Level 4
SALARY BAND:	min £18685 – max £21722
RESPONSIBLE TO:	Customer Services Team Leader
DEPARTMENT:	Housing Services Department

JOB CONTEXT:

The Trust Customer Services Team (CST) are responsible for providing an effective and efficient Customer Contact experience, aiming to resolve customers enquiries at first point of contact.

Services provided by the team include, but are not limited to: repairs, investment, defects, rent payments, complaints, compliments, formal enquiries, landscaping, home contents insurance, lettings and neighbourhood enquiries. These services are provided by various methods including telephone contact, face-to-face, email, social media and written correspondence.

The team also carryout Satisfaction Surveys via outbound telephone contact to establish customer satisfaction levels and provide a provision of administrative support across the Trust to assist with the delivery of an effective and efficient service. Additional outbound telephone contact will be made as appropriate to obtain additional information from customers or to provide them with additional feedback where appropriate.

Behaviours required for the role are:

**Adapt to change
Challenge how we do things
Work with others
Take Ownership
Make decisions
Enjoy your job**

When completing your application you will need to provide an example(s) of how you have demonstrated each behavior in the context of the level of the role.

OVERALL JOB PURPOSE:

- To train, coach and mentor the Customer Services Advisors in all aspects of their work ensuring they meet their targets and reach their optimum level
- To conduct regular quality audits of Customer Services Advisor performance and feedback to individuals
- Act as first point of escalation for complex customer enquiries, where customer enquiries cannot be resolved at the initial point of contact by Customer Services Advisors.
- To support and assist the Customer Services Team Leader to ensure services are delivered in line with timescales, performance targets and Service Standards
- To receive customer's enquiries in person, by telephone, social media, or via electronic communication, with the aim of diagnosing and resolving all enquiries at the initial time of contact
- To receive and process all requests from customers, including but not limited to diagnosing repairs, arranging appointments, processing rent payments, choice based lettings, tenancy and neighbourhood enquiries, in line with the Trust's Service Standards in a professional, positive, helpful and responsive manner
- To assist with the development, monitoring and maintenance of the Customer Service systems and procedures
- To provide the customer with the appropriate advice and information and to instigate action on their behalf confirming the outcome meets the satisfaction of the customer
- To always act in the best interests of the customer and to find the best solution to their enquiry
- To assist in the completion of quality checks, carry out Satisfaction surveys via the telephone where appropriate, and to contribute to the development of the service
- To assist in the processing and provision of clerical and administrative support to other Service areas across the Trust within established priorities, policies, procedures and service standards
- To provide these services on a job rotational basis Monday to Friday between 8am and 7pm.

PRINCIPLE ACCOUNTABILITIES:

To deputise for the Customer Services Team Leader when required

To support the Customer Service Team Leader with the training of the Customer Services Advisors in line with the relevant processes and procedures

To fulfil a coaching and mentoring role for the Customer Services Advisors to support them on a day to day basis and to assist them in achieving their operational objectives

To provide support and be the first point of escalation for the Customer Services Advisors, providing technical guidance and direction as appropriate and in line with the agreed procedures

To review the quality of the calls received by the Customer Services Team to ensure a consistently high standard of Customer Service is provided and maintained for customers. To utilise this information to carry out mentoring and retraining of the Customer Services Advisors as required

To collate, prepare, maintain and monitor statistical and key performance information for the Team using the relevant systems

To carry out the principle duties outlined in the Customer Services Advisors job description as required but with additional responsibilities as outlined below

No job profile can cover every issue which may arise within the post at various times

KNOWLEDGE, SKILLS AND EXPERIENCE:

In addition to the Knowledge, Skills and Experience required for a Customer Services Advisor:

- Experience of training, coaching and mentoring staff
- Good communication skills and the ability to communicate clearly particularly verbally
- Ability to deal with escalated customer queries
- Confident and assertive manner, whilst understanding the need for customer service
- Understanding of and ability to deliver effective customer care
- Experience of dealing with customer enquiries face to face, by telephone or in writing
- Good interpersonal skills to deal with a wide range of groups and individuals and in particular customers

- Ability to make decisions, handle unforeseen situations and find solutions
- Clerical and Administrative experience
- Experience of working alone and as part of a team
- Ability to work unsupervised
- Practical experience of using Microsoft Office applications knowledge of QL would be an advantage but is not essential.
- Experience of working in a similar role and/or having experience of the housing sector would be a strong advantage Good interpersonal skills to deal with a wide range of groups and individuals and in particular customers
- Ability to make decisions, handle unforeseen situations and find solutions
- Organisational skills and ability to prioritise workload

ADDITIONAL INFORMATION:

To constructively challenge traditional ways of working and develop innovative responses

To regularly review your own performance to ensure service provision is continually enhanced

To keep up-to-date with best practice, new initiatives and business opportunities in all areas relating to this role

Always to work consistently with requirements relating to:

- The Trust's overall need to comply with legislative, regulatory, constitutional and financial requirements and to work to high professional and ethical standards
- The Trust's Diversity policy
- The Trust's Health and Safety policy
- The Trust's management of risk

Represent, promote and maintain a positive attitude and image for Halton Housing Trust

Carry out any other duties appropriate to this post, as necessary or as requested.

Signature of Job-holder:.....

Signature of Line Manager:

Signature of Line Manager's Manager.....

Date:

(When completing this document, please refer to the Job Description Guidelines and also append to this document an up to date organisation chart and relevant dimensions)