

JOB DESCRIPTION

JOB TITLE:	Customer Service Advisor
GRADE:	8
REPORTING TO:	Customer Service Team Leader
RESPONSIBLE FOR:	N/A

ROLE SUMMARY

Customer Service Advisors will be responsible for providing first point of contact resolution to customers through all access channels for all enquiries and provide professional advice and assistance relating to the delivery of the groups services.

You will be expected to be an effective member of the Customer Service Team providing outstanding services direct to all customers in line with the vision and values of the organisation.

You will be expected to work within any customer access point (including reception areas) at any location within the group and be required to work flexibly across the hours of the relevant business area.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Respond to all types of customer enquiries and resolve wherever possible without referring to another team or person, taking ownership of the enquiry and taking a proactive and positive approach to Customer Care ensuring satisfaction.
- Carry out all administration functions relative to customer services effectively and within agreed service standards.
- Accurately record, store, input and update information into the relevant ICT system and ensure all records and systems are up to date.
- Consistently deliver customer service targets and service standard targets as specified and provide performance management information as required.
- Promote and maintain excellent customer relationships, adopting a customer focussed approach at all times.

- Support the development of Customer Service to ensure the service continues to meet customer and business needs.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with Group confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	Good level of education including Maths and English (GCSE Grade A*-C) or equivalent or relevant experience	NVQ level 2 or an equivalent qualification in a subject relevant to providing outstanding customer service	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	Experience of front-line customer service provision through a variety of access channels	Experience of working in a contact centre or face to face customer service environment	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Skills/knowledge	<p>A positive attitude to customer service and personal development</p> <p>Excellent communication skills</p> <p>Excellent customer care skills</p> <p>Ability to work in a team or on own initiative</p> <p>ICT Skills</p> <p>Ability to meet the travel requirements of the post</p>	Knowledge and experience of using CRM Systems	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Values	<p>People first: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life.</p> <p>Outstanding delivery: Push the boundaries of customer service and added value</p>		<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks

<p>through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine.</p> <p>Proud communities: Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities.</p>		
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