



JOB DESCRIPTION

Role:	Customer Service Advisor
Hours:	37 Hours per week – Full Time
Contract Type:	Fixed Term – Maternity Cover (Up to 31 Dec 2018)
Salary:	£19,437
Location:	Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne
Reports To:	Head of Housing and Communities

WHAT'S IT LIKE BEING PART OF THE BCT TEAM?

Byker is a great place to work, where a sense of caring for each other prevails. We want you to be proud to work for us and to feel excited to be part of an organisation that is making a positive difference to people's lives and the area where they live.

At BCT we value our people and empower them with the freedom to achieve, we support one another in order to give everyone the chance to do their best. This is underpinned by our customer developed strapline:

Our **Byker** – a great place to live and work.

Our **Community** – listen, engage, empower, make a difference.

Our **Tenants** – deliver high quality, value for money services with tenants at the heart.

Our Vision

BCT's Vision for 2020 is an independent Byker Community Trust where; we have delivered on the major stock transfer promises; we ensure tenants have a key voice and role in decision making; we maximise access for local people into employment, training, health and educational opportunities.

Our Mission

"We work for people who have a voice and influence in our business; we celebrate our diverse neighbourhood; we provide quality homes, environment and services"

Our Values

We will do our best for Byker by being:

- Ambitious for people and the community.
- Energetic in our work with and for our diverse neighbourhoods.
- Innovative in providing excellent services.
- Open and transparent in the conduct of our business.
- Unrelenting in our focus on positive change.

THE ROLE

CUSTOMER SERVICE ADVISOR

You will be empowered to form strong relationships with our customers, to influence service delivery and to promote the BCT offer. Acting as a designated point of contact to actively engage with our customers to deliver a focussed, bottom up approach that is customer orientated and which meets their needs and aspirations.

MAIN DUTIES

Improve the customer's quality of life by;

Supporting the Neighbourhood Housing Team to deliver a front line service to BCT customers and the wider community. Your role and engagement is designed to have a positive impact on their life.

Reporting to the Head of Housing and Communities, the following list is typical of the level of duties which the post-holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

- Supporting and assisting the Neighbourhood Housing Officer with the delivery of a comprehensive, customer focussed housing service.
- Dealing with the full range of housing management issues providing advice and assistance, primarily in the office and over the phone.
- Provide a front of house and community based approach to interviewing and supporting customers in dealing with their enquiries. This may involve completing and processing forms and surveys.
- Supporting the Neighbourhood Housing Officer to deliver a comprehensive housing options, lettings and allocations service.
- Supporting the Neighbourhood Housing Officer to minimise rent loss, manage arrears and maximise income.
- Supporting the Neighbourhood Housing Officer with neighbourhood management including promoting a positive presence throughout the estate, ensuring that the tenancy agreement is adhered to and that standards are being maintained.
- Supporting the Neighbourhood Housing Officer in working with partners, residents and customers to enable a joint approach to deal with issues of enforcement. Provide timely advice of action to be taken and in some instances taking it directly.
- Demonstrate a passion for strong customer focus by supporting and coordinating community development and customer engagement activities.
- Supporting the monitoring and evaluation of BCT projects.
- Use social media's to support and promote the work of BCT as well as contributing to BCT website updates.
- Assist in activities and events to promote the BCT, including special community projects and events.
- Maintaining and updating records and systems relating to the work of the BCT.
- Collating and analysing information relating to the work of the BCT.
- Following up issues at the request of the Head of Housing and Communities.
- Assisting with referendums and the decanting process.
- Make appointments and organise and prioritise caseload.
- Dealing with correspondence relating to Neighbourhood management and the work of the BCT.
- Carrying out tasks of a general administrative nature.

Support your colleague's by;

- Ensuring that BCT aims, objectives, policies and procedures are implemented.
- Ensuring effective performance in the delivery of agreed targets and service standards.
- Ensuring that effective notes, records and house files are maintained for all individual customers and service delivery outcomes are captured.
- Sharing ideas and solutions.

Cultural Behaviours

- Take responsibility and be accountable for your actions and behaviour.
- Contribute and deliver on the BCT Business Plan.
- Keep the business safe by reporting risks where you identify them and by complying with company policies and procedures.
- Achieve individual performance targets and contribute to the team performance targets.
- Think creatively and innovatively.
- Put people at the heart of everything we do and value the contribution they can make
- Be energised and energise others in pursuit of the BCTs goals
- Work in an ethical way that demonstrates your personal values
- Work as part of a team to ensure the effective provision of all services within the BCT.

BCT Responsibilities

You will act as an ambassador for BCT:

- To represent BCT at internal and external meetings and community groups as required.
- To positively promote and publicise the BCT.

You must at all times comply with BCTs Equality and Diversity policy and procedures and adopt the BCT culture.

You must at all times comply with the Health and Safety Policy and procedures and must draw to your manager's attention any unsafe working practice/conditions.

The post holder will comply with Data Protection and must draw to their manager's attention any security breaches.

Carry out any other duties that may be required commensurate with the general level of responsibility for the post.

PERSON SPECIFICATION

This Person Specification lists the essential qualities, skills and experience you need to have in order to successfully carry out the job. **Please try and illustrate in your Personal Statement on your Application Form how you meet the following requirements.** You will also be asked about your skills, experience etc. at an interview

Skills and Knowledge

- Knowledge of Neighbourhood /Housing Management policies and issues
- Excellent organisational skills, including time management.
- IT skills, including use of housing systems and social media.

Experience, Qualifications or Training

- Excellent communication skills and experience of working with customers both face to face and by telephone.
- Experience in providing an effective customer focussed service to a range of stakeholders.
- Enjoy working with and have empathy with different types of customer.
- Ability to work as an integral part of a team. Have an enabling and 'can do' attitude as well as being a team player who is self-motivated and equally can work independently.
- Be well organised with the ability to prioritise work, have effective time management skills and ability to perform to defined timescales and deadlines.
- Be passionate about enabling local communities to succeed and equally passionate about improving lives.
- Possess cultural awareness and sensitivity and demonstrate an ethical approach to your role.

In addition to these qualities, we would expect that the successful candidate will have the following qualities. You should make reference to them, however we will not shortlist against these criteria.

Ability to work as part of a team and on own initiative.
Ability to display discretion and maintain confidentiality.
Flexible approach to work.

FURTHER INFORMATION

All completed applications must be sent to Jaime.flinn@bykerct.co.uk by 12pm on Monday 23 April 2018. **CVs WILL NOT BE ACCEPTED.**

For more information about this role please contact Jaime Flinn, Office Manager, on 0800 533 5442 or jaime.flinn@bykerct.co.uk

If you have not heard from us within 6 weeks of the closing date please assume you have been unsuccessful.