	Job Description Customer Advisor	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-ISLCA

Version No	Revision Date	Reason for Revision
001	October 2017	Initial Version

Directorate: Customer Services	Grade: Band C
Division Independent and Supported Living (I&SL)	Job Evaluation Number A3036
Reports To: Contact Centre Team Leader	Responsible For: N/A

Job Purpose and Role:

To deliver call handling and administrative functions during the Customer Contact Centre (CCC) opening times.

To provide the highest quality customer experience to all customers through a range of communication channels including telephone, e-mail, self serve, etc.

To deal promptly, efficiently and effectively with all customer enquiries and inform the customer of the outcome or follow up procedures where enquiries cannot be dealt with immediately.

Main Duties and Key Result Areas:

- Deliver all call handling functions in line with the I&SL Call Handling Standards Framework ensuring customer focused and professional service delivery at all times.
- Effectively manage time in response to call volumes to ensure the correct priority is being delivered to support call handling targets.
- To provide call handling services to create a customer focused CCC, ensuring that the highest levels of customer care are maintained in all interactions with customers, maximizing first contact resolution.
- Promote channel shift in accordance with the Customer Services Strategy to encourage customers to use alternate digital methods of contact, moving away from just the telephone.
- Take ownership of customer enquiries and seek to find solutions to customer dissatisfaction, identifying areas for improvement to the Contact Centre Manager to improve on the services we deliver.
- Take an active role in team meetings and project groups across the company when requested to do so.

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- Deliver a variety of call handling functions supporting our Corporate aims.
- To comply with set procedures in relation to call handling activities, delivering a customer focused and professional service at all times.
- To achieve specified performance targets on an individual level, thereby contributing to collective team performance.
- To take customer payments and negotiate outcomes supporting the Rent First culture.
- To develop and maintain effective working relationships and liaise with divisional and other company staff, to achieve service aims and positive outcomes for customers.
- Respond to customer enquiries and reported repairs by telephone, text, self service portal and other digital communication methods, and inform the customer of the action to be taken, including where necessary offering appointments, or redirecting the customer to the correct person/section.
- Use the appropriate electronic system to assign appointments for customers.
- To undertake and complete questionnaires/surveys with customers to support corporate functions through various contact methods as directed.
- To support the co-ordination and implementation of new systems and procedures and improvements to working methods and practices by positively participating in the use of new information technology as and when introduced.
- To assist in resolving and rectifying issues and problems relating to IT systems, escalating to ICT where required.
- To undertake administrative duties including inputting and updating accurate customer data to records as required, so the most recent and accurate customer information is recorded.

The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post.

Dimensions:

Management responsibility


No management responsibility

Financial responsibility

No financial responsibility

Resource responsibility

Responsibility for Information systems and equipment

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Environment:

ALL employees will be expected to:-

- Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

Managers of staff will also be expected to:-

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedure; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in Company policies and procedures, particularly for compliance with health and safety.

Signed: Date:

Print Name:



Person Specification Customer Advisor

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Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	Application Form	Interview	References	Test	Score
Skills/Abilities	Good IT, keyboard and numeracy skills with a high level of accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Excellent communication skills both verbal and written	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Ability to prioritise, organise and manage own workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to deal with challenging and difficult situations effectively and make judgements based on information received	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Able to work as part of a team or on own initiative with a pro-active approach to problem solving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Ability to work under pressure in a calm and professional manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Knowledge	Knowledge of Microsoft Office packages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	General knowledge of housing management and repairs and maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Experience	Experience of working towards targets in a performance based environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience of providing contact centre and call handling services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



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Qualifications	Good standard of education (NVQ level 2/GCSE's or equivalent) or exempting experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer Service Recognised Qualification (i.e. NVQ Level 2 in Customer Service or equivalent)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to personal and professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	