



Job Title: Customer Service Advisor
Grade: Y3
Reports To: Senior Enquiry Centre Officer
Number of Reports: nil

Key job element:

- Provide an excellent call handling service to a range of inbound and outbound telephone campaigns
- Use of CCTV and intercom systems to monitor and record incidents to maintain security
- Complete additional tasks to ensure operational compliance and KPI adherence
- Prioritise multiple emergencies and dispatch response services to the appropriate clients for internal & external customers
- Ability to remain calm and make decisions in a challenging environment
- The job holder will be based in an Enquiry Centre

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential

- Excellent customer service, empathy and rapport building skills.
- Able to ask questions to understand customer needs and sell the benefits of our services
- Ability to remain calm and make decisions in a challenging environment.
- Ability to communicate with stakeholders such as police, fire service, housing management, and managers to escalate any relevant issues.
- Able to diffuse difficult situations and prevent complaints reaching escalation point.
- Confident in dealing with challenging customers.
- Ability to learn, gain and maintain qualifications where necessary, any aspect of YHN's environment, health and safety standards, best practice codes and standards or any other legislative requirements pertaining to the post
- Demonstrate a good standard of Maths and English.
- Computer literate, experience of using PC's to input and extract data.

Desirable

- Comfortable in a target driven contact centre/control room environment, monitor the safety and security of buildings including managing door access systems, intercom systems, and CCTV systems.
- Experience of handling large call volumes.
- Embraces change and supports the effective implementation
- Ability to use own initiative where necessary.
- Ability to work as part of a team.
- Being able to demonstrate dealing with customers over the telephone in a polite, efficient and prompt manner.

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Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude