

Job profile – Neighbourhood Service Advisor

Grade E

- Location: As directed
- Service: Customers and Communities (Neighbourhood Services)
- Line Manager: Customer Service Officer
- Car User Status: Casual

Job purpose

To deliver a customer focussed service and provide administrative support as part of a Neighbourhood Services Team working to support tenants, and sustain both tenancies and neighbourhoods.

The key roles of this post will include:

- To be a key point of contact for customers responding to enquiries across a range of company and council services in line with service standards.
- To accurately process and reconcile income in line with the company's financial guidelines and regulations.
- To accurately store, access and maintain electronic and manual records, ensuring information held is correct and processed in compliance with the Data Protection Act.
- To work with customers seeking rehousing, providing advice on housing options.
- To carry out interviews with customers and assist with home visits when required.
- To encourage customers to access online services and promote digital inclusion.
- To achieve performance targets agreed at appraisal and demonstrate a commitment to continuous improvement and value for money.
- To always promote and implement the company's equality policy.
- To maintain a healthy, safe and secure environment complying with policies and procedures for Health and Safety at Work.
- To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues.
- Such other responsibilities allocated which are appropriate to the grade of the post.

Criteria

Essential

Experience of:

- Delivering customer focussed services

- Communicating clearly face to face and by other methods
- Problem solving and negotiating
- Organisational skills

Qualification:

- 5 GCSEs or equivalent at Grade C or above (including Maths and English) or relevant experience.

Knowledge

- Effective ICT skills – including working knowledge of the Microsoft office packages
- To be able to demonstrate an understanding of what equality and diversity means in the workplace

Desirable

Experience:

- Working effectively in partnership with other services, both internal and external
- Reconciliation of income

Knowledge:

- Current housing and social care issues
- Council services provided to neighbourhoods
- Cross tenure working
- Working with a diverse range of customers

Competency definitions

People focus

Relating to customers

- Quickly builds rapport and easily establishes relationships with customers
- Relates well to different types of customer; listens and gets on with them

Communicating orally

- Speaks confidently and fluently
- Talks at a suitable pace and level
- Holds others' attention when speaking

Communicating in writing

- Writes fluently, clearly and concisely
- Adapts own written communication style to suit others

Team working

- Fits in with the team
- Develops effective and supporting relationships with colleagues

- Is considerate towards them and creates a sense of team spirit
- Works flexibly to meet team and company objectives

Information handling

Problem solving

- Identifies potential difficulties and their causes
- Generates workable solutions and makes rational judgements
- Identifies value for money suggestions and actions

Dependability

Organisation

- Organises own time effectively and creates own work schedules
- Prioritises and prepares in advance
- Sets realistic time-scales

Energy

Customer focus

- Puts the customer first and is eager to please them
- Works effectively to meet customer needs and looks after their interests

Resilient

- Remains calm and self-controlled under pressure
- Reacts well to change
- Stays positive despite setbacks
- Keeps difficulties in perspective

Using initiative

- Takes responsibility for own actions
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