HR reference only:

Your Homes Newcastle

Job Title: Customer Service Advisor

Grade: Y4

Reports To: Customer Service Team Manager

Number of Reports: Nil

Key job element

- A passion for serving customers in a contact centre and face to face to face environment to deliver outstanding customer services that resolve as many interactions as possible at the first point of contact.
- Ability to build rapport to understand customer needs and suggest appropriate solutions.
- Ability to effectively resolve difficult situations.
- Ability to remain calm and make decisions in a challenging environment
- Record outcomes and update systems, including CRM with accurate information.
- Target driven to achieve a range of customer, quality and operational KPIs.
- Handle calls from a life critical Telecare Service (Ostara) and support dispatch processes in line with business needs
- Build effective working relationships with internal and external stakeholders to ensure customer needs are met.
- Contribute towards a positive, performance driven customer service culture.
- Committed to personal development to support personal and business objectives.
- Follow agreed business processes, statutory and regulatory policies and frameworks.
- Support the organisations strategic, departmental and team goals.
- Embrace YHN values, standards and organisational goals.
- Able to represent the organisation professionally across a range of channels including reception.
- Flexible with 24/7 365 days a year shift patterns
- To undertake any other duties as and when required to support the delivery of service.

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

Essential Criteria

- Excellent customer service, empathy and rapport building skills with a diverse range of customers.
- Resilient under pressure and able to make decisions in a busy environment and on potentially life critical calls.
- Confidence in effectively dealing with challenging situations.
- Able to multitask and meet deadlines.
- Track record of achieving KPI's in the delivery of front-line customer services.
- Able to effectively handle customer complaints to provide a positive customer experience and resolution in accordance with relevant policies and procedures.
- Strong written skills to update various systems and serve customers via non-telephony channels.
- Attention to detail to support CCTV monitoring services.
- Track record of personal development.
- Computer literate, experience of using PC's to input and extract data and familiar with use of Microsoft

Windows and Office software.

Desirable Criteria

- Contact centre experience
- Reception experience
- Experience in an omnichannel environment
- Embraced and experienced change within an organisation

- All employees are expected to be flexible within the scope of the role

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 **R**eady, Be **A**mazing, Be **R**evolutionary, Be **E**nergetic.*

*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".

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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

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