

Job Title	Customer Service Advisor	Location	Bower House, Oldham	Job Family		Grade	
Reports to	Customer Service Manager	Designation	Office		Customer Services	B	
Overall Purpose: Deliver high quality, customer focused services across multiple contact channels in line with agreed performance standards and targets.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
Key Responsibilities: <ul style="list-style-type: none"> Provide customers with prompt, professional and accurate information, delivered in a timely, consistent and efficient manner. Respond accurately to all customer contacts including, but not restricted to, face to face, telephone, email, web and postal enquiries in conjunction with service level requirements. Ensure compliance with policies, processes, performance targets and service standards. Conduct outbound calls regarding service request progress, arrears recovery, customer satisfaction, feedback requests and data gathering, ensuring correct and accurate information is collected and recorded, Ensure systems are updated accurately and in a timely manner. Achieve agreed personal, team and corporate objectives including providing support for fellow team members and other colleagues. Support the protection and safety of our customers by identifying safeguarding concerns and following the safeguarding procedures, making appropriate referrals. 		Essential: <ul style="list-style-type: none"> Proven experience of providing excellent customer services. Proven ability to work methodically, follow agreed procedures and accurately record data and information. Proven ability to provide accurate and clear responses to routine customer enquiries - in writing, face to face or by telephone. Proven ability to accurately enter data within a customer call scenario, whilst talking to customers to understand requirements. Excellent oral and written communications. Good knowledge of Microsoft Office package. Excellent communication skills. Excellent attention to detail. Demonstrate the Guinness Behaviours. 		<p><i>These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i></p> <p>Accountability:</p> <ul style="list-style-type: none"> Assigned and accountable for specific areas of responsibility /deliverables Performs a range of tasks which vary in complexity within scope of their function Makes decisions within parameters set by manager, using job/specialist experience <p>People Skills:</p> <ul style="list-style-type: none"> Has regular communication with internal/external contacts and builds relationships required to deliver priorities Works collaboratively with colleagues to deliver accountabilities May prioritise and oversee activities of others to meet required deadlines and standards Coaches inexperienced team members Provides first level advice and support for others May manage or support consistency of the employment experience in own area <p>Impact & Influence:</p> <ul style="list-style-type: none"> Decides within a range of solutions/practices which are the most applicable Actions have predominantly local or internal impact on one or a small number of individuals Required to share knowledge and experience with others Adapts own behaviour to influence colleagues/peers <p>Thinking Challenge:</p> <ul style="list-style-type: none"> Assists in the identification, assessment and resolution of a range of issues/problems Required to assess and resolve standard/ non-standard issues/problems, largely on own initiative Implements procedures to ensure continuous improvement <p>Customer Service:</p> <ul style="list-style-type: none"> Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done. 			
Key Outcomes: <ul style="list-style-type: none"> Agreed SLA's – KPI's priorities and performance targets are understood and achieved. Agreed processes are carried out and information recorded accurately, effectively and within agreed timescales. Improved services are recognised by customers and reflected in year on year increases in satisfaction levels. Teams work collaboratively to deliver reliable, consistent and high quality services. Customers are kept informed and understand what to expect and when. Safeguarding concerns, suspicions or allegations of abuse are recorded and sent to Tenancy Enforcement. 		Desirable: <ul style="list-style-type: none"> Experience of administrative systems and procedures. Understanding context of social housing. Good negotiation skills. 					
		Qualifications					
		Other					
		Driving Licence Required	No				
		Mobile working required	No				
		Evening and weekend working required	Yes				
		Other					
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.