



Role Profile Customer Services Advisor

Salary:	£ 25,574 per annum
Reporting To:	Customer Services Manager
Responsible For:	N/A
Role Purpose:	<p>To provide a professional and welcoming reception service at THCH head office for corporate visitors and residents</p> <p>To provide an efficient, friendly and well-informed telephone and face to face service responding to queries, problems and requests from residents covering a range of areas including repairs, housing, rent and lettings.</p> <p>To log and process repair requests liaising with contractors</p> <p>To provide general administrative support to the business including but not limited to invoice processing, post, mail merges</p>

Key Accountabilities	Key Deliverables
<p>Service provision - housing & general</p>	<ul style="list-style-type: none"> • Ensure that a presence is always maintained on reception, telephone calls, emails and web queries are answered or returned promptly and that all visitors and calls are dealt with in a professional and discreet manner. • As the first point of contact for members of the general public, residents and colleagues, deal promptly with low level housing and rent queries offering advice as appropriate, liaise with housing and income officers. • Responsible for the proper handling of card payments and cheque payments received. For rent, service charges, fob, sheds, garage and other one-off payments • To respond to and initiate correspondence in order to resolve queries

	<ul style="list-style-type: none"> • Record the return of keys from residents and contractors • Support the Community Development team by administering community centre bookings
Service provision - Repairs	<ul style="list-style-type: none"> • To be first point of service contact, logging repairs and raising orders to contractors and other service providers ensuring clear instructions in order to carryout repair works that are the responsibility of the landlord. • To monitor the progress of repair requests, chasing with contractors and other service providers where necessary. • To liaise with Housing Officers and the property services team in order to facilitate repairs and maintenance work where necessary. • To certify and authorise all invoices Print and process job completion and identifying the correct invoice to match the job with. Allocating the job for post inspection, chasing and following up technical officers. Processing any variations to the work carried out to match the invoice issued. Alerting the responsible officer to approve the authorised invoice on the system. Updating the contractors with the status of their invoices. • To maintain records and certificates in excellent order to ensure that progress of work can easily be established through the repairs system • Professionally handle repair enquiries and informal complaints from residents, update systems accordingly and resolve effectively
Office duties	<ul style="list-style-type: none"> • Ensure that the reception area and space occupied by the customer services team is always professionally and immaculately presented • To provide general administrative support including but not limited to mail merges, photocopying, distributing and scanning incoming post, emails and web forms, taking messages for all teams at THCH, mail outs, prepare housing packs • Administer the issue of parking permits to contractors and staff • To order fobs and issue fobs for residents, issuing work orders for fobs programming, processing payments for fobs.
Customer	<ul style="list-style-type: none"> • Consistently demonstrate high levels of customer service standards and professional relationship with all internal and external customers

<p>service</p>	<ul style="list-style-type: none"> • Take Ownership of customer issues to ensure best possible outcome • Escalate cases appropriately to resolve issues • Ensure integrity of customers data. • Ensure feedback from customers is recorded onto the systems (compliments and complaints) • To log complaints, Members enquiries and quick fixes. Allocate to responsible member of staff. • Strive to ensure first call resolution to minimise hand offs and optimise customers experience • Ensure a culture of open communication • Committed to putting external and internal customers first, understanding their needs and expectations and achieving results.
<p>Other</p>	<p>No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.</p> <p>You will be expected to carry out all duties in the context of and in compliance with THCH Diversity, Health & Safety Policies and Financial Regulations</p>

<p><i>Role related knowledge, skills and experience on recruitment</i></p>	
<p><u>Essential</u></p>	<p>Experience of working with the public in a busy customer focused environment</p> <p>Excellent telephone communication skills</p> <p>Good face to face communication skills</p> <p>Ability to share complex information with a wide selection of callers, many who do not speak English as a first language.</p> <p>Proven listening skills</p> <p>Good administration and organisation skills</p> <p>Able to prioritise work and manage conflicting deadlines</p>

Good written communication skills

Able to sensitively deal with challenging situations and complaints from customers

Fluent in a relevant second language eg Bengali (Desirable)

Knowledge of housing management and/or maintenance (Desirable)

Able to work flexibly and on a rota to ensure core opening hours are covered.

5 GCSE passes at grade C or above including Maths and English

Core Values

O	Open	<ul style="list-style-type: none">• being transparent, sharing information in a clear and honest way
P	Partnership	<ul style="list-style-type: none">• recognising the importance and added value that comes from working together
I	Integrity	<ul style="list-style-type: none">• being fair, honest and respectful to others
I	Inclusive	<ul style="list-style-type: none">• recognising, valuing and celebrating the differences between people
E	Empathy	<ul style="list-style-type: none">• identifying with a customer's feelings and having respect for alternate points of view

Core Competencies

Delivering excellent services You focus on getting it right first time, actively looking for better ways to deliver a quality service	<ul style="list-style-type: none">• Engage customers to determine the options and solutions that best meet their needs• Work to understand the diverse needs and expectations of customers• Ensure quality standards are set and monitor progress to ensure high quality services are delivered• Monitor and evaluate satisfaction levels and service performance and seek to improve services• Anticipate potential problems and initiate ways to overcome them• Proactively look at the services delivered and suggest ways in which it can be improved• Welcome and actively use new technology to deliver the service• Take ownership of issues and problems
Communicating effectively You adapt your style of communication with different people and in different situations to	<ul style="list-style-type: none">• Communicate clearly and directly in a way that meets the needs of the recipient• Check understanding and re-present or information to correct any misunderstandings or mistakes• Ask the right questions in the right way to clarify meaning

<p>ensure mutual understanding</p>	<ul style="list-style-type: none"> • Understand and work to reduce barriers to effective communication • Listen actively to others, understand and respond to key messages • Demonstrate openness in sharing information and keeping people informed
<p>Working effectively</p> <p>Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money</p>	<ul style="list-style-type: none"> • Manage own work to deliver on time and considers the impact on others when prioritising tasks • Ensure systems are in place to manage workload efficiently and effectively • Meet THCH agreed performance standards, thinking ahead and identifying any problems in doing so • Take ownership to complete assigned tasks/projects independently and with guidance when required • Understand and work to achieve the aims of the team/department and monitor progress regularly • Use initiative in suggesting ideas for improving service quality and value for money • Freely share knowledge and information with others across the organisation • Manage own development and performance and provides information and support to assist the development of others
<p>Working with others</p> <p>You understand your impact on, and how to work with, others. You share ideas and experience to achieve objectives</p>	<ul style="list-style-type: none"> • Proactive in building rapport with colleagues and external customers and stakeholders, respecting other people's values, views and opinions • Cooperate and work effectively as part of a team • Share and implement good work practice across team and departmental boundaries • Understand how your job contributes to the team, service and organisation objectives and can describe this to others • Work to effectively resolve differences with colleagues • Support others by sharing information, knowledge and experience and promote organisational learning

Date issued:

October 2016