Customer Service Advisor OOH

Housing Directorate

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| **Overview** |
| **Role Purpose** | Considerately handling customer contacts and directing those contacts towards an expedient and suitable resolution. The resident and their enquiry will be at the centre of your business and their satisfaction the principal goal. |
| **Responsible for** | Being the first point of contact, via a range of channels, for queries and service requests related to repairs, housing management and any other services managed by the Customer Service Centre. To manage contacts with other individuals and organisations as required. To provide a high-quality customer service that meets or exceeds standards set by NHG |
| **Reports to** | CSC Team Leader |
| **Line management** | N/A |
| **Tier**  | 10 |
| **Expectation Level** | Colleague |
| **Role relationships**  |
| **Internal** | Working within your team and under line supervision to support internally, and pass information to, Housing Officers and Housing Managers. |
| **External** | Often acting as the first point of contact for persons needing to make enquiries of the organisation and handling those contacts with sensitivity and care to provide excellent outcomes. The service delivers a range of landlord services and handles the full range of housing related enquiries to our diverse communities. |

| **Role accountabilities** |
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| * Triage and identify the nature of the contact enquiry and use your training to determine the most appropriate course of action.
* React to emergency natured contacts and take all steps necessary to ensure remedial action is taken.
* Strive to deal with all enquiries and service requests at first point of contact.
* Deliver excellent customer service across a range of channels (including, but not limited to, face-to-face, telephone, email, text and web self-service).
* Respond to all telephone calls and other contacts to the trained standard, remaining courteous and positive throughout the contact.
* Raise repairs related queries appropriately and ensure that inspections and orders are issued, progressed and monitored on the system, with relevant quality control checks, and making sure that residents are kept informed of progress.
* For non-repairs related contacts, utilise the CRM system to source relevant information and escalate in accordance with business rules defined within the system, and monitor their successful throughput.
* Handle telephone-based payments in GDPR compliance.
* Handle contacts resulting from campaigns or mailings (e.g. rent/service charge statements).
* Assess and record the nature of each contact and resolve at the first point of contact wherever possible.
* Where a query or service request cannot be resolved – forward the contact to the appropriate person/department ensuring that all contacts are followed up by escalation to the relevant manager(s) if necessary and in accordance with any SLA.
* Perform any admin support as required within the Contact Centre.
* Write letters, e-mails and any other written communication in a professional and clear style.
* Determine whether contacts should be recorded as complaints or routine enquiries – formal complaints at stage 1 can be taken verbally over the phone – notes to be taken and passed to the complaints co-ordinator to progress according to the complaints policy.
* Liaise with maintenance, finance and other internal departments when necessary to ensure resolution of inter-departmental queries taking responsibility to resolve
* Produce the initial incident reports for all accidents, incidents or “near misses” reported over the phone, obtaining as much information as possible in relation to the incident so that it can be progressed.
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| The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required. |

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

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| **Personal Specification**  |
| **Experience** |
| **Essential**  | **Desirable**  |
|  | Contact Centre ExperienceCustomer Service ExperienceComplaint Handling Experience |
| **Professional expertise** |
| **Essential**  | **Desirable**  |
| IT LiteracyWorking Knowledge of MS Office packages |  |
| **Skills**  |
| **Essential**  | **Desirable**  |
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| **Qualifications and/or professional membership**  |
| **Essential**  | **Desirable**  |
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| **NHG Expectations**  |
| NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.This role is a colleague expectation level and therefore you should refer to the Expectation profile in addition to this role profile. The full NHG expectations framework is available on our external job site page and intranet, Milo. |

You’ll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.