

# Job Description



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

<b>Post Title</b>	Customer Service Advisor	<b>Post No</b>	CCA014A
<b>Directorate</b>	Customer Service Transformation and Business Support		
<b>Division</b>	Customer Contact Centre		
<b>Salary Band/Range</b>	Band C £24,702 to £27,334 per annum. Incremental progression is subject to performance.		
<b>Responsible to</b>	Team Manager		
<b>Location</b>	Endeavour House		
<b>DBS Check</b>	Not Applicable		
<b>Fluency Duty</b>	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
<b>Special Conditions</b>			

<b>1.</b>	<b>Job Purpose</b>
<p>The Customer Contact Centre deals with incoming calls and enquiries from a variety of customers including residents, applicants and external agencies. These cover the full range of frontline customer services including housing, homelessness, rents and repairs.</p> <p>A Customer Service Advisor provides a professional, high quality and customer focused service ensuring all internal and external contacts are answered politely and promptly within the agreed service standards. This will include phone calls, emails, voicemails, texts and all other customer enquiries across a broad range of topics.</p> <p>You will deliver a high-quality service to meet the individual needs of all customers and wherever possible resolve their enquiries at first point of contact.</p> <p>You will be expected to be an effective member of the Contact Centre team providing an excellent service to all our customers and clients.</p>	

<b>2.</b>	<b>Key Responsibilities</b>
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<b>2.1</b>	<b>Main Duties</b>
<p>You will be responsible for the following duties:</p> <ul style="list-style-type: none"><li>▪ To deliver customer service excellence. Politely and professionally answering all calls, emails, voicemails and texts offered within agreed timescales and service standards.</li><li>▪ Deliver First Contact Resolution by completing all enquiries and transactions without referral to another source wherever possible.</li></ul>	

	<ul style="list-style-type: none"> <li>▪ Efficiently handle the peaks and troughs in workload associated with all housing related enquiries.</li> <li>▪ Accurately input information into computer systems.</li> <li>▪ Consistently deliver an excellent customer service within focused targets as specified.</li> <li>▪ To challenge existing procedures to help develop better working practices and improve service delivery to customers.</li> <li>▪ Share knowledge and work collaboratively to improve personal and team performance</li> <li>▪ To complete all outbound activities in line with team objectives</li> <li>▪ Operate within relevant company policies</li> <li>▪ Any other duties as may reasonably be required as directed by the Team Manager or Customer Contact Manager.</li> <li>▪ You will be responsible for your own Health and Safety and that of colleagues and customers in accordance with SCH's Health and Safety Policy. You will be expected to bring to the attention of your Line Manager any hazards you identify and raise concerns which you may have about Health and Safety in the workplace.</li> </ul>
<b>2.2</b>	<b>People Management</b>
<b>2.3</b>	<b>Safeguarding</b>
	SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.
<b>2.4</b>	<b>Financial Management</b>
<b>2.5</b>	<b>Buildings &amp; Equipment</b>
<b>2.6</b>	<b>Health &amp; Safety</b>
	Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.
<b>2.7</b>	<b>Information Management</b>
	As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR
<b>2.8</b>	<b>Policies &amp; Procedures</b>

	The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.
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<b>3.</b>	<b>Other Conditions</b>
<b>3.1</b>	<b>Mobility</b>
	Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.
<b>3.2</b>	<b>Equal Opportunities</b>
	SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
<b>3.3</b>	<b>Variations to Job Descriptions</b>
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH therefore retains the right to amend job descriptions to reflect changing requirements.
<b>3.4</b>	<b>Training and Development</b>
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
<b>3.5</b>	<b>Lean</b>
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
<b>3.6</b>	<b>SCH Behavioural Framework</b>
	SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.

<b>Compiled/Reviewed</b>	Claire Albrighton
<b>Date:</b>	August 2023

# Person Specification



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<b>Responsible to</b>	Customer Contact Manager		

## METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Measured By</b>
<b>Education &amp; Qualifications</b>	Able to demonstrate a proficient level of numeracy and literacy either through demonstrable work experience or qualifications (equivalent to GCSE pass in English and Mathematics)	NVQ qualification in Call Centre Operations / Customer Service or knowledge and ability at an equivalent level	AF, I, T

<b>Skills &amp; Abilities</b>	Excellent communication skills including clear written and spoken English		AF, I, T
	Excellent customer care and interpersonal skills.		AF, I, T
	Excellent problem solving and negotiating skills		AF, I, T
	Pleasant and engaging telephone manner.		I, T
	IT literacy including information systems, databases and email.		AF, I

	Ability to extract and interpret data from computer systems		AF, I, T
	The ability to work individually and within a team environment, with minimal referral.		I, T
	The ability to prioritise workload and meet deadlines		I, T
	Clear and concise verbal skills with the ability to communicate effectively at all levels and respect diversity and cultural difference		AF, I, T
	Flexible in work approach and adaptable to change.		AF, I
	Able to work in a pressurised environment including dealing with difficult situations in a calm and positive manner.		AF, I
	Sympathetic and understanding of the needs of the customer.		AF, I
	Positive and confident		I, T
	Assertive and motivated		I, T

<b>Experience &amp; Knowledge</b>	Experience of customer service focused work, in either a face to face or telephone environment	Experience of making outbound calls e.g. customer surveys	AF, I
	Proven experience of effective communication at all levels	Experience of delivering first contact resolution and handling low level complaints.	AF, I
	A basic knowledge of Contact Centre processes and telephone systems	Knowledge of housing management and services.	AF, I
	Good working knowledge of Data Protection		AF, I
	Good knowledge of Microsoft packages		AF, I

<b>Core Behaviours</b>	<b>Honest &amp; Responsibility</b> - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
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	<b>Excellence</b> - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	<b>Achieving Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	<b>Respect and Trust</b> - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	<b>Transparency and Simplicity</b> - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	<b>Leadership</b> - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

<b>Other Requirements</b>		
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<b>Compiled/Reviewed</b>	Claire Albrighton
<b>Date:</b>	August 2023