

**WHEATLEY
GROUP**
JOB PROFILE



Job Details

Job Title	Customer Service Advisor	Location/ Section	Customer Service Centre
Service Area	Group Resources	Report to	Team Leader
Grade	SCP 23 – 26 (plus shift allowance where applicable)	Date Completed	November 2020

Job Summary

As a Customer Service Advisor you will work as part of an enthusiastic team, delivering excellent customer service within an Omni channel environment. You will be required to contribute towards the overall performance of the centre and assist the centre achieve all agreed measures and goals. You will handle all incoming and outbound calls, emails, SMS and Web chat. You will also play a key role in the digital transformation of the group and support customers transact online and assist with all online enquiries. Our Customer Service Advisors are multi skilled and cover all work streams the group offer such as allocations, environmental enquiries, repairs, general enquires, payments etc.

As a result of the impact of Covid 19 we are currently providing services from our Virtual Centre therefore it is essential all Customer Service Staff are able to successfully work from home as well as an office environment.

This team will play a significant part in continuing to shape and deliver The Wheatley Group's future customer service provision.

Behaviours & Competencies

Our Organisational Competencies

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride

Our Core values:

- Ambition
- Trust
- Communication
- Excellence

We want our Customer Service Advisors to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do
- Be a good listener and engage with your colleagues and customers on a meaningful level to resolve and issues or concerns
- Excellent communication, interpersonal and influencing skills

- Self aware, self motivated showing personal involvement to provide an excellent customer experience
- Ability to take responsibility for own learning and continuous improvement
- To be driven to achieve the best possible outcome for every customer interaction
- Work effectively and efficiently at all times to assist the Centre achieve all goals and measures
- Use professional judgement to achieve creative solutions and deliver great outcomes for customers, keeping abreast of bigger picture
- Flexibility, adaptability and a willingness to respond to the dynamic and changing needs of our organisation
- Responds to challenges positively and instils same in others
- Excellent IT skills

Person Specification

Experience

Essential

- Relevant experience obtained in the delivery of services in a front line capacity
- Ability to work flexibly as part of a team and take responsibility for organising and prioritising personal workloads
- Good communication skills – verbal and written
- Ability to interpret and follow policies, procedures and legislation, but applying common sense to ensure excellent, tailored, customer outcomes where appropriate
- Administrative and IT / keyboard skills and experience of using new technology in a customer centred environment
- Good interpersonal skills
- Possess good analytical, negotiation, organisational and basic numeracy skills
- Possess a strong customer focus

Desirable

- Relevant social housing experience, particularly around rent, letting and repairs
- Qualification in housing or a related discipline, or working towards such a qualification
- English – 0 or Standard Grade
- Customer Service SVQ Level III
- Knowledge / experience of a broad range of housing services

Qualifications

Desirable

- n/a

Job Outputs	
Role output	Includes the requirement to:
Customer advice and assistance	<ul style="list-style-type: none"> To provide all of the services received via telephone or online contact within the remit of customer services e.g. MyHousing Letting, rent/debt collection, repair processing, housing transactions and any other services that are developed for delivery via these contact mediums Deal with enquiries or requests for assistance from a member of the public in any question he / she may raise. Enquiries may be by telephone, SMS, online email or letter Maintain records of all enquiries, collect & provide statistical information Liaise with all the Wheatley Group services at a variety of levels in order to ensure the provision of excellent Customer Service in a one and done, right first time, environment, i.e. resolved at first point of contact to the customer's satisfaction Process and resolve enquiries, requests and complaints in accordance with documented procedures Develop and maintain a network of contacts with external agencies in order to deliver the standard of service required Ensure services are consistently delivered in a courteous manner Ensure services are delivered to the highest standards Develop and maintain an up to date knowledge of all the Wheatley Group services Ensure a corporate approach to the delivery of services and portray a positive image of the Wheatley Group Ensure that in all customer contacts the needs of the individual are balanced with those of the Wheatley Group Respond to customer enquiries providing sound advice and support including the provision of support to vulnerable clients Maintain appropriate levels of contact with customers ensuring they are kept informed of the progress of any complaint, enquiry or request for service
Development of Wheatley Customer Service Initiatives	<ul style="list-style-type: none"> Organise documents, policies and procedures fit for purpose for delivering a customer service initiatives Assist in future development of the service
Promoting of Wheatley Customer Service Initiatives	<ul style="list-style-type: none"> Assist in producing information and publicity on the service for customers and stakeholders Develop access and promote general information about all customer facing services
Working with key stakeholders, internal and external	<ul style="list-style-type: none"> Provide support internally and to external agencies on the operation of the service and advise on policy Take part in focus groups and meetings with agencies and organisations contributing to or having an operational interest in the Wheatley Group customer service initiatives
Operating Wheatley Customer Service Initiatives	<ul style="list-style-type: none"> Deliver reliable customer service and deal with customer enquiries about customer service initiatives Collect, select, retrieve and supply customer service information Record and collate statistical and other information
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> Comply with and implement all Wheatley Group policies and procedures Act ethically and with integrity

Interdependencies

Internal Customers

- Director of Customer Service
- Operation Manager
- Service Team Lead
- Digital Team
- Team Leader
- Customer Service Advisors
- Locality Directors / Heads of Housing
- Housing Officers
- Area teams
- Common Repairs team

External Customers

- Customers / existing and potential
- Repairs & Maintenance Service Providers & Contractors
- External stakeholders – support agencies, voluntary agencies