

Job Role Profile

Role title: Customer Experience Advisor Grade level: 4		Department: Customer Experience Region/location: All offices	
Purpose of role: To conduct surveys for the Groups in house survey programme in a confident, accurate and friendly manner. Ensuring feedback and insights are gained in order to improve our services and learn from when things go wrong.			
Working relationships		Scope of the role	
Responsible to: <ul style="list-style-type: none"> Customer Relations Improvement Officer 		<ul style="list-style-type: none"> Financial limits in accordance with delegated authority and in line with compensation framework Decision making in line with post 	
Internal relations: <ul style="list-style-type: none"> Service Improvement Team Home and Property Services Property Maintenance and Investment Customer Service Centre Other colleagues throughout the Group, especially those in customer facing roles 		External relations: <ul style="list-style-type: none"> Customers Contractors Other agencies External Managing Agents 	

Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

- To be committed to putting customers first by being sensitive, fair and resolution focussed.
- To demonstrate and embody the Group's values in everything that you do.
- To be an effective communicator; adapting your style to suit the audience, subject matter and an individual's communication preferences.
- To be able to prioritise and manage your workload effectively and to be prepared to be flexible in order to meet demand.
- To be able to work within a target driven/ process framework, meeting and exceeding targets whilst maintaining quality.
- To use questioning skills to identify improvements and capture customer ideas
- To work independently and take ownership of the survey programme to ensure completion of the volumes required.
- To be innovative and think outside of the box when thinking about how to resolve a customer issue or concern.
- To challenge poor customer service and to be prepared to escalate issues if responses are not being provided or actions not being taken.
- To proactively develop effective collaborative relationships with colleagues within the Group and other key stakeholders.

Safeguarding

Follow all steps outlined in individual and environmental risk assessments, as appropriate

Follow the local Authority Adult and children safeguarding procedure in conjunction with SHG policies and procedures

Note:

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. You will be expected to carry out all duties in the context of and in compliance with the Group's Diversity and Health and Safety Policies.

Person profile

Attributes	Essential	Desirable
<p>1. Skills, knowledge, experience and abilities</p>	<ul style="list-style-type: none"> • I have proven experience of following processes, using initiative and delivering excellent customer service. • I am a role model for excellent customer service, creating a positive 'customer first' working 	<ul style="list-style-type: none"> • Knowledge of the housing sector • Ability to produce, analyse and present information • Experience at attending internal and external meetings

	<p>environment.</p> <ul style="list-style-type: none"> • I have experience of engaging with customers directly • I understand the importance of customer feedback and how it relates to customer service and reputational risk. • I have proven experience of managing and challenging expectations. • I look to innovate in order to achieve results. • I take full ownership of my responsibilities • I can communicate clearly, accurately and effectively using a range of different techniques and communication channels • I have the resilience to manage challenging situations and to work under pressure to meet deadlines. • I can negotiate, manage and resolve conflict both with customers and colleagues. • I can identify solutions and actions to resolve complex issues. • 	
<p>3. Qualifications/professional development</p>	<ul style="list-style-type: none"> • I have GCSE level qualifications or equivalent relevant professional qualification or qualified by experience • I have excellent IT and keyboarding skills 	<ul style="list-style-type: none"> • Evidence of continuing professional development
<p>4. Circumstances</p>	<ul style="list-style-type: none"> • To work from other Group offices on occasions • To work flexibly to meet customer and business needs including evening working & weekends • To attend meetings out of hours on occasions • Subject to relevant Disclosure and Barring checks as required 	