# ROLE PROFILE

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| **Job Title:** | Touch Point Host | | **Reporting to:** | Touchpoint Team Leader |
| **Directorate:**  **Team:** | Customer Services  Experience | | **Location:** | Any location across the business |
| **Purpose of the role:** | | | | |
| To provide an exceptional, face-to-face customer experience from our high-street Touch Point hubs. Ensuring that our customers’ needs are understood and acted upon professionally and effectively, demonstrating the full range of Thirteen’s products and services. | | | | |
| **Key accountabilities and job content:** | | | | |
| * To fulfil the requirements as set out within the Tier 6 role profile. * Act as brand ambassador for Thirteen, delivering an exceptional face-to-face customer experience, by identifying and fulfilling all your customer needs at first point of contact. * Demonstrate sound understanding of Thirteen’s products and services: articulating these to your customer in an engaging and confident manner, that sets us ahead of the traditional estate and letting agent high street offer and supporting them with their Thirteen life journey. * Operate within a customer facing environment, meeting and exceeding customer needs; maximising opportunities across a diverse customer base. * Effectively question and listen to your customers to enable you to fully understand both new & existing customers’ personal circumstances and their needs to ensure they receive the best possible advice and outcome. * Host lounge events and engagements with various customer groups and local businesses, promoting Thirteen’s products and Touchpoint services. Create strong collaborative relationships with colleagues and teams across Thirteen to ensure you provide a seamless customer experience. * Help and encourage customers to understand how they can flexibly access and use Thirteen’s range of multi-channel Touch Point services to meet their varying needs. * Capture accurate information and update our systems to maintain an individual customer journey utilising data to constantly improve customer satisfaction. * Ensure that the Touchpoint lounge always remains clean, tidy & has a welcoming environment for customers and visitors. * Take ownership and manage your own calendar, making yourself available to receive ‘store appointments’ and ‘telephone appointments,’ help manage/support the store’s booking calendar. * Meet and greet customers as they enter the store, ensuring they receive exceptional customer service throughout. Be ready and willing to help the wider team by taking inbound calls whenever needed. | | | | |
| **Qualifications:** | | | | |
| A good standard of general education to include GCSE Maths and English and/or demonstrable experience. | | | | |
| **Knowledge, skills and experience:** | | | | |
| * Can actively demonstrate and have a passion for continuously delivering exceptional customer experiences across a diverse customer base. * Demonstrate strong communication skills which will enable you to engage proactively in effective conversations with customers and build strong professional rapport with colleagues and teams and external organisations. * Can demonstrate strong questioning / fact finding techniques to find the best and innovative solutions for enquiries. * Ability to use and navigate around digital /IT systems easily and effectively. * Skill and experience in negotiation and selling. * Demonstrates the drive to work within a team environment working towards specific targets and goals to meet Thirteen’s Strategic priorities. * Has a flexible approach to work, postholders will be expected to work evenings and weekends as required on a rota which could have you working across any of our Touchpoint Service Hubs. * Full UK driving licence or access to a vehicle and able to travel across the region as required | | | | |
| **Role requirements and demands:** | | | | |
| **Solving problems:** | | Day to day, localised problem solving that includes the consideration of a number of issues and requires the analysis of information or situations. | | |
| **Making decisions:** | | Day to day, localised decision making that involves the interpretation and application of policies, procedures, guidelines and criteria to specific situations and can impact upon others. | | |
| **Communicating:** | | Communicates on routine matters where some interpretation of the subject matter is required. | | |
| **Financial responsibility:** | | None | | |
| **People management responsibility:** | | No | | |