

JOB DESCRIPTION



Post: Senior Customer Services Advisor

Line reports: Customer Services Advisors

Responsible to: Housing Services Manager

Salary: £29,000

Overall Role Objectives

- To effectively line manage the Customer Service Advisors within Ability's call centre, ensuring a consistently excellent customer service is delivered to all customers and stakeholders who access the service.
- Continually look to drive improvement within the team ensuring there is adequate resource to deal with calls efficiently and where possible, queries are dealt with at first point of contact.
- To act as the first point of contact for customers / tenants and others accessing Ability's services by phone or email, providing customer-focused service support.
- To provide an excellent Customer experience to all Ability Customers by taking ownership for all Customer enquiries, dealing with queries at point of contact where possible.
- To complete accurate administration relating to all enquiries received, passing queries to relevant departments where appropriate so that Customers receive a high level of service.

Key tasks

- Assist in the recruitment CSA's to the customer services team
- Plan and implement staff inductions
- Lead, support & motivate the team assessing performance through probationary
- Reviews, 1:2:1s and appraisals as well as identifying and addressing underperformance.
- Undertake call monitoring and coaching with team members at regular intervals.
- Work with our OOH service provider to ensure the service being delivered is to the required standard. Monitor and feedback on OOH calls so any service failures can be promptly addressed.
- Organise & plan team resources effectively to ensure there is adequate cover to manage incoming calls, queries and other tasks efficiently
- Ensure that the team provides accurate information to customers at all times.

- Take personal responsibility for ensuring all staff within the call centre are adhering with Ability's code of conduct, Customer Care standards and other legislation in line with GDPR.
- Deal with customer concerns and escalations in line with Ability's policies and procedures. Liaising with colleagues and contractors as necessary to resolve issue.
- Provide a front line telephone and email service for Ability's customers / tenants and others, responding in a helpful and polite manner, logging and resolving enquiries where possible.
- To answer and respond to all Customer enquiries positively, liaising with stakeholders, partners and colleagues. Using our systems, policy and procedures to ensure accurate information is provided to our Customers at all times.
- Establish the key elements of the Customer query to ensure first time resolution. Where needed, follow-up with colleagues or stakeholders to ensure satisfactory resolution for our Customer.
- Ensure that accurate, comprehensive and concise notes and information relating to all Customer contact is documented on Ability's IT system in a timely fashion.
- Work closely with colleagues across all departments to keep up to date with Ability's services, policies and procedures in order to provide advice and respond appropriately to queries..
- Interrogate Ability's customer database and other sources of information to access information about the Association's properties, customers and their support needs updating details where required.
- Manage Customer expectations on behalf of Ability and sign-post to other agencies where appropriate (e.g. Local Authority services, Utility Providers etc.)
- Provide accurate information to Customers when interpreting and answering queries in regards to rent accounts.
- Accurately diagnose repairs requests received from customers identifying the required trade and ensuring works orders are raised in line with company policy and agreed timescales.
- Take personal responsibility for adhering to Ability's code of conduct, Customer Care standards and other legislation in line with GDPR.
- To immediately raise any safeguarding concerns with relevant colleagues, stakeholders and/or other agencies as appropriate.
- Deal with correspondence, including writing to customers, and creating mail merged letters communicating other information.
- Build and develop effective working relationships with suppliers, contractors and other external agencies involved in the delivery of services to Ability's customers; ensure that contact information is up to date.

- Escalate work to managers where appropriate.

Administrative tasks

- Ensure that operational staff are accounted for at the end of each working day in line with our lone working policy.
- Maintain and develop electronic and paper information storage systems, including day to day filing and archiving for the team.
- Maintain templates and produce routine letters, forms, reports and other documents.
- Ensure that any errors or irregularities are brought to the attention of the HSM or other appropriate manager.
- Assist colleagues where required, with general office administration, including post, stationery, arranging for the maintenance and repair of office equipment.
- Assist with the organisation and administration of resident engagement activities including resident involvement meetings.

Financial responsibilities

- Comply with Ability's financial policies and procedures.
- Raise works orders in relation to customer repairs, complying at all times with Ability's policies and procedures.

Safeguarding responsibilities

- To assist the team and Ability as a whole to fulfil our Safeguarding duties by being vigilant and proactive about assessing safeguarding issues with regards to customers using or visiting Ability's services. Take appropriate action to protect customers from all forms of abuse and promote the wellbeing of those using our services.

General

- To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties, including data protection / GDPR.
- To be aware of and comply with all the Association's current policies, procedures and guidelines and to keep up to date with the knowledge and skills required to deliver the responsibilities of the role, including attending training, learning from others and personal research and study.

- To be accountable for meeting personal and team performance targets.
- To contribute to the development and sharing of policy, procedures, best practice and service improvement.
- To manage own time effectively, including lone working and work travelling where required.
- To deal promptly and effectively with complaints in line with the Association's procedures.
- Ability is committed to providing a healthy and safe working environment and expects all employees to observe and promote Health & Safety related policies in all areas of their work, including attending training as appropriate.
- To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.
- To work and communicate effectively with colleagues to meet organisational and team objectives and targets.
- To attend internal and external meetings as required, including supervision and appraisal meetings. Time off in lieu is available for attending meetings outside of normal office hours.
- To carry out other duties, reasonably requested, which may be appropriate to the role.

