

Job Profile

Job Title	Customer Service Advisor
Reports to (job title)	CSC Performance Leader
Job Reference No.	HOMEJD935

The job in a **nutshell...**

At Home Group our customers are at the heart at everything we do, as part of our customer service centre, you'll be the first point of contact for our customers by delivering a consistent and brilliant service. You'll work various customer contact channels such as voice calls and digital contact to diagnose and resolve a broad range of maintenance, rent and general customer queries in line with our customer promise and Home Group policy and processes.

What **success** will look like...

'First time fix' for new and existing repairs through effective diagnosis and questioning.

The best possible outcome will be achieved in line with our customer promise and service levels, advocating on behalf of the customer throughout the process. In doing so, you'll adapt your communication style to suit each individual customer and their needs.

Repairs will be delivered to reasonable timescales by effective collaboration with Maintenance, Housing, other colleagues, and contractors

Consistently brilliant service across all our customer channels.

Customers will increasingly perform transactions digitally as a result of your role in assisting, encouraging, and educating our customers to use their online account.

Timely escalation when things don't quite go to plan, working with your manager and/or other teams such as complaints, maintenance leaders and housing colleagues – keeping the customer fully informed at all times.

Constantly looking at how we can provide an even more brilliant service to our customers, sharing your experience and learning to improve our services and help fellow colleagues.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable skills

•We get where our customers are in their lives

- Walk in our customers shoes
- Listening to customers to understand their needs
- Understand how your role makes a difference to the customer

•We have a Win Win mentality

- Strive to find a solution everyone is happy with
- Take ownership of issues and see them through to resolution
- Listen what others want and need and consider this when deciding what to do

•We are self starters

- Strive to get it right first time
- Be well organised
- Be proactive

Technical qualifications, experience and knowledge

•**CRM systems** - Knowledge and confidence in using multi-channel IS systems

•**Numeracy & Literacy** - GCSE or equivalent

Strong customer focus and relationship management including problem solving

Experience of handling and managing customer information electronically, customer-based technology such as CRM systems and computers

GCSE or equivalent qualification in Maths / English; or comparable work experience

Excellent written and verbal communication skills.

Ability to work as part of a team and on own initiative, taking personal responsibility for "making things happen", delivering results and ensuring deadlines are met.

A positive attitude alongside resilience to respond effectively to change or when things don't go to plan.

Ability to multitask and change focus quickly based on our customers needs.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Ability to supporting a diverse customer group over voice/digital channels including those recognised as marginalised.

Professional or personal experience of the social housing sector

Complaint handling and conflict resolution in a professional or personal setting

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including digital tools to work collaboratively and productively.

Other important stuff...

You'll be a budget holder? No ☒ Yes ☐...

You'll manage people? No ☒ Yes ☐...

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐



That's when it hits home
www.homegroup.org.uk/careers