



Tower Hamlets **Community Housing**

## Role Profile

<b>Job title</b>	Customer Services Advisor
<b>Salary</b>	£27,935.25 per annum full time (pro-rotta part time)
<b>Hours per week</b>	37.5
<b>Reporting to</b>	Customer services manager
<b>Responsible for</b>	N/A
<b>Role purpose</b>	<p>To provide a professional and welcoming reception service at THCH head office for corporate visitors and residents.</p> <p>To provide an efficient, friendly and well-informed telephone and face-to-face service responding to queries, problems and requests from residents covering a range of areas including repairs, housing, rent and lettings.</p> <p>To provide general administrative support to the business including but not limited to invoice processing, post, mail mergers.</p> <p>To log and process repair requests liaising with contractors and allocate parking bays and manage enquiries including waiting list and bay swaps.</p> <p>Customer Support Team – this will include complaint management – ensuring the complaints process is followed from start to finish. Allocating parking bays and managing enquiries including waiting list and bay swaps. You'll also coordinate the lettings process, which includes transfer applications, advertising properties, shortlisting, undertaking checks to assess applicant's eligibility and coordinating appointments.</p>

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## Key objectives

- To be first point of service contact, logging repairs and raising orders to contractors and other service providers ensuring clear instructions in order to carry out repair works that are the responsibility of the landlord.
  - To monitor the progress of repair requests, chasing with contractors and other service providers where necessary.
  - To liaise with Housing Officers and the property services team in order to facilitate repairs and maintenance work where necessary.
  - To certify and authorise all invoices. Print and process job completion and identify the correct invoice to match the job with. Allocating the job for post inspection, chasing and following up technical officers. Processing any variations to the work carried out to match the invoice issued. Alerting the responsible officer to approve the authorized invoice on the system. Updating the contractors with the status of their invoices.
  - To maintain records and certificates in excellent order to ensure that progress of work can easily be established through the repairs system. Professionally handle repair enquiries and informal complaints from residents, update systems accordingly and resolve effectively.
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## Main responsibilities

### Customer services

- Consistently demonstrate high levels of customer service standards and professional relationship with all internal and external customers. Take Ownership of customer issues to ensure best possible outcome.
- Escalate cases appropriately to resolve issues.
- Ensure integrity of customers data.
- Ensure feedback from customers is recorded onto the systems (compliments and complaints)
- To log complaints, Members enquiries and quick fixes. Allocate to responsible member of staff.
- Strive to ensure first call resolution to minimise hand offs and optimise customer's experience.
- Ensure a culture of open communication.
- Committed to putting external and internal customers first, understanding their needs and expectations and achieving results.
- Ensure that a presence is always maintained at reception, telephone calls, emails and web queries are answered or returned promptly and that all visitors and calls are dealt with in a professional and discreet manner.
- As the first point of contact for members of the general public, residents and colleagues, deal promptly with low level housing and rent queries offering advice as appropriate, liaise with housing and income officers.
- Responsible for the proper handling of card payments and cheque payments received. For rent, service charges, fob, sheds, garage and other one-off payments
- To respond to and initiate correspondence in order to resolve queries.

- Record the return of keys from residents and contractors, Support the Community Development team by administering community centre bookings.

### Office duties

- Ensure that the reception area and space occupied by the customer services team is always professionally and immaculately presented.
- To provide general administrative support including but not limited to mail merges, photocopying, distributing, and scanning incoming post, emails and web forms, taking messages for all teams at THCH, mail outs.
- To order fobs and issue fobs for residents, issuing work orders for fobs programming, processing payments for fobs.

### General

- Contribute collaboratively and positively to the organisations aims of diversity and inclusion.
- Look after the health, safety, and welfare of self and all around you.
- Take on other reasonable duties as appropriate in line with your skills, knowledge abilities and experience.
- No role profile 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 role and status of the post within the organisation.

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### Person profile – Essential Criteria

Knowledge
<ul style="list-style-type: none"> <li>• Ability to share complex information with a wide selection of callers, many who do not speak English as a first language.</li> </ul>
Skills
<ul style="list-style-type: none"> <li>• Able to sensitively deal with challenging situations and complaints from customers.</li> <li>• Good face to face communication skills</li> <li>• Proven listening skills.</li> <li>• Good administration and organisation skills</li> <li>• Able to prioritise work and manage conflicting deadlines.</li> <li>• Good written communication skills</li> <li>• Organised with a high level of accuracy and attention to detail.</li> <li>• Eagerness to learn and develop new skills.</li> </ul>
Experience

- Experience of working with the public in a busy customer focused environment
- Excellent telephone communication skills
- Able to sensitively deal with challenging situations and complaints from customers.
- Ability to analyse data and information from a variety of sources.
- 5 GCSE passes at grade C or above including Maths and English
- Able to work flexibly and on a rota to ensure core opening hours are covered.

**Tower**  
**Hamlet's**  
**be proud**

**Tower**  
**Hamlet's**  
**be helpful**

**Tower**  
**Hamlet's**  
**be fair**

**Tower**  
**Hamlet's**  
**be curious**