



**torus**

# Job Description

<b>Job Title:</b>	Customer Service Advisor - Reception
<b>Employer:</b>	Torus
<b>Location:</b>	Liverpool/St Helens/Warrington
<b>Salary:</b>	£26,748
<b>Responsible to:</b>	Customer Service Team Leader/Senior Customer Service Team Leader
<b>Responsible for:</b>	The delivery Customer Service in the Contact Centre / Reception with a strong focus on the application of procedures and policy to administer customer contact.

## PURPOSE OF THE POST

To be the first point of resolution to customers. To have detailed knowledge of company policies and procedures across a range of disciplines to ensure that customer contacts receive the correct advice, are escalated when necessary and correctly administered onto the Housing Management System.

The key purpose of this post is to resolve face to face, telephone, electronic, letter, text customer enquiries. Taking a proactive approach to customer care, ensuring high customer satisfaction.

To provide customers with prompt and efficient, high quality customer service

To develop a supportive and effective partnership with other teams across the business.

You will have a real passion for an impeccable standard of customer care and easily demonstrate a fully committed attitude in resolving often complex customer queries fluently and efficiently.

## KEY RESPONSIBILITIES

1. To have detailed knowledge of company policies and procedures across a range of disciplines to ensure that customer contacts receive the correct advice and are correctly processed on the Housing Management System
2. To apply detailed knowledge of rent accounting to act as front-line arrears collection, taking payments and agreeing arrangements to pay.
3. To receive enquiries and apply the appropriate Allocations Policy in order to process applications for rehousing and provide procedural advice on bidding and verification.

## Job Description

4. As part of the Every Contact Counts approach, ensure that during every customer interaction, arrears is identified, company policy is applied and the customer engaged to address the situation resulting in rent payments where necessary
5. Accurately process tenancy management enquiries applying the relevant company policies and procedures relating Transfers and Mutual Exchange requests.
6. Apply company procedures for Anti-Social Behaviour and Complaints ensuring that the case notes are comprehensive and accurately recorded on the case management and housing management systems.
7. Apply the Repairs Policy to ensure that customers are aware of Landlord and Tenant responsibilities and administer the correct repair prioritisation. Demonstrate a detailed knowledge of the Repair Policy and procedures to accurately prioritise and record new requests for repairs to deliver value for money.
8. Thoroughly investigate customer enquiries on existing requests, complaints relating to quality of repair, complete changes to scheduled appointments and apply company procedures.
9. Take ownership and resolve customer enquiries, liaising with others when necessary and make referrals to appropriate teams.
10. To provide an excellent quality service to both internal and external customers
11. To treat customers fairly and with respect, valuing the diversity of others and working proactively to overcome barriers.
12. To provide a front-line service to customers, advising on matters in regards to choice-based lettings and the waiting list.
13. To adopt a detailed, accurate and consistent approach to the recording and management of customer interactions
14. To achieve or exceed the role's various key performance indicators and service level agreements.
15. To be flexible in your approach, embracing new ways of working in a quick paced and demanding working environment

# Job Description

- 16. To positively and pro-actively demonstrate the benefits of accessing our services digitally to customers, providing support in customers setting up online accounts.
- 17. To work in partnership with other teams across the business to collaboratively address key risks.
- 18. To be a positive, active team member, continually working with colleagues to assess and improve our service.

## Compliance and Risk

- 19. Ensure that at all times customer data is treated in a confidential manner and in accordance with the Data Protection Act.

## Health and Safety

- 20. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

## Equality and Diversity

- 21. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

## Safeguarding

- 22. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

# Person Specification

**Job Title:** Customer Service Advisor - Reception

**Employer:** Torus

**Location:** Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
<b>1. Appropriate professional qualification</b> Educated to 4 GCSE (or equivalent) Grade C or above including English  Demonstrable strong IT skills and accurately inputting customer data into case management or IT systems  CIH level 3 or willingness to work towards	E   E  E	AF/C   AF  AF/I
<b>2. Experience and Track Record</b>  Ability to understand and apply complex policies and procedures across a range of disciplines including complaint handling and case management.  Ability to relay accurate information to customers to resolve their enquiries and provide appropriate advice on company policy and procedures across an extensive range of disciplines  Ability to investigate customer accounts and challenge non payment in a fair but firm manner and extract information to make appropriate case management referrals for support services  A minimum of 12 months' experience working within a complex Customer Services Environment with a proven track record in understanding policies and procedures and relaying correct information to customers.  Experience of working with a range of stakeholders, including customers and ability to handle difficult and challenging enquiries and diffuse situations appropriately.	E  E  E  E  E	AF/I  AF/I  AF/I  AF/I  AF/I

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<p><b>3. Managing Change</b></p> <p>Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.</p> <p>Anticipates reactions to change and new interventions and suggests appropriate responses.</p> <p>Supports other team members and actively promotes effective team working and accountability.</p>	<p>E</p> <p>E</p> <p>D</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p><b>4. Leadership and Vision</b></p> <p>Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</p>	<p>E</p>	<p>AF/I</p>
<p><b>5. Interpersonal Persuasion and Influencing</b></p> <p>Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</p> <p>Passionate, committed and self-motivated to inspire others to change.</p> <p>Behaves positively and appropriately to both internal and external customers in order to actively promote effective working relationships</p>	<p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>



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<b>6. Communication</b>  Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.  Competent user of the digital/social media channels and their role in communication and driving business success.  Skillful communicator demonstrating confidence, politeness and tact, having the ability to diffuse and effectively manage potentially conflicting scenarios.	<b>E</b>  <b>E</b>  <b>E</b>	<b>AF/I</b>  <b>AF/I</b>  <b>AF/I</b>
<b>7. Financial &amp; Risk Management</b>  Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.  Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.	<b>E</b>  <b>E</b>	<b>AF/I</b>  <b>AF/I</b>

## Key:

AF = Application form

C = Certificate

I = Interview

T = Test

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email [recruitment@torus.co.uk](mailto:recruitment@torus.co.uk)



a place for  
**every kind**  
of talent