

# Job Description

## Customer First Adviser



<b>Directorate:</b>	Operations
<b>Team:</b>	Customer First
<b>Role Type:</b>	Fixed
<b>Reports to:</b>	Customer First Team Leader
<b>Direct Reports:</b>	n/a
<b>Overall Job purpose:</b>	
To be the first point of contact resolution and respond to customer queries effectively and efficiently in accordance to agreed policies and procedures. To explore and understand CKH customers' needs to ensure their concerns are dealt with within agreed CKH measure and by the relevant teams, if first contact resolution not possible. Demonstrate a professional approach to ensure that all interactions via telephone, email, webchat and face to face are managed with high levels of professionalism and empathy and the data integrity and security standards are maintained at all times.	
<b>Core responsibilities:</b>	
<ul style="list-style-type: none"> <li>• To be the first point of contact – with the emphasis on first contact resolution - to CKH customers through multiple channels – including telephone, face to face, webchat emails and work-tray action - adapting communication styles to translate complex information into language to enable customers to understand, treating customers fairly and with respect at all times.</li> <li>• To have direct responsibility for delivering excellent front-line customer service adhering to housing policies and procedures and demonstrating understanding which failure to follow can lead to complaints and legal action. At all times demonstrating personal responsibility, good judgement and being productive and reliable in line with CKH values.</li> <li>• Maintain up to date high standards and knowledge of all CKH services to provide excellent customer services to residents and those who access CKH services. Take ownership for personal development – including successful completion of mandatory e-learning and training – to maintain excellent knowledge and understanding.</li> <li>• To have direct responsibility in achieving our key performance indicators relating to standards for the service, including timescales for answering telephone calls, webchat, emails, and work-tray actions.</li> </ul>	

- Understand CKH customer needs by asking questions and not making assumptions about their needs in order to provide accurate and relevant advice and support to CKH customers on a wide range of housing-related queries with the intention of resolving queries at first point of contact where possible.
- Manage queries relating to third parties, including local authorities, in a professional manner.
- Promote alternative channels such as 'self-service' to encourage CKH customers to access information for themselves via the website or through MyCKH, supporting the business objective to increase self-service registrations.
- To have direct responsibility for effective management of the payment machines including accurate balancing of cash and other payments. To manage the security risks relating to the payment machines and to follow internal risk controls to prevent anomalies in balancing cash sheets and loss of monies that results in write offs.
- Responsible for ensuring accurate and up to date information is input in to the housing management and electronic document storage systems, in line with CKH policy and procedures also ensuring that high standards of data integrity and data security is adhered to including GDPR at all times.
- To take the lead on improving the front line customer service through innovative ideas including responding to Rant and Rave feedback to identify ways to implement improvements to achieve excellence in customer service.
- Be vigilant in relation to health and safety to ensure any issues or concerns are escalated to the relevant business teams.
- Embed the culture that 'rent is everyone's business' to support the Income Management team in the business objective to reduce rent arrears.
- Develop and manage strong internal relationships that will ultimately help and support the needs of CKH customers. Build key relationships with colleagues across the organisation to facilitate the allocation of work-tray actions across the business and deliver an efficient and effective service to customers.

### Key Relationships

To liaise with all appropriate key relationships to assist in the delivery of a high quality, efficient, responsive and professionally competent service:

- Residents (including leaseholders, shared ownership, owner occupiers).
- All Internal team and directorates.
- Key contractors working on behalf of Cross Keys Homes
- Corporate customers visiting CKH offices
- Various external organisations from a signposting perspective, this includes local authorities, Loomis, Mears etc.

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Teamwork

### Dimensions:

- To make decisions (with the support of the Customer First Team Leader, when required) on sensitive cases, including write-offs.
- Demonstrate compliance with all internal health and safety, security controls and lone-working practices when opening and closing the offices and emptying or filling the cash facilities.
- To be responsible for carrying out lone working security risks when opening and closing of the City Centre office when required.

### Additional information:

This role requires flexibility in the need to work from home and the office, along with the ability to work Thursday evening and Saturday (as scheduled) in the City Centre Office as required – to a maximum of 37 hours per week.

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

## Person specification

Requirements	Essential Criteria	Desirable Criteria
<b>Knowledge and experience</b> <i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i>	<ul style="list-style-type: none"><li>• An understanding of good customer care with the experience to meet and greet both CKH customers and corporate visitors.</li><li>• A working knowledge and experience of providing excellent customer service face to face, via emails, Live chat and telephone in a fast-paced</li></ul>	<ul style="list-style-type: none"><li>• Awareness of any general housing and local authority practices and policies.</li><li>• An understanding of Housing Benefits and Welfare Reform</li><li>• Experience of handling cash.</li><li>• Ability to deal with complex enquiries</li></ul>

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	<p>and demanding front line environment.</p> <ul style="list-style-type: none"> <li>• Experience of working in a team and on your own initiative (working at home).</li> <li>• Experience of working within a call centre environment.</li> <li>• Excellent knowledge GDPR and sound data management processes and practices.</li> <li>• Demonstrate an understanding of equality and diversity principles.</li> </ul>	and challenging customers.
<p><b>Skills and abilities</b></p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> <li>• Ability to perform as part of a team to meet specified timeframes and deadlines.</li> <li>• Intermediate level understanding and competence of Microsoft applications and databases (Word, Excel and Outlook).</li> <li>• Confident and able to deal with difficult situations and customers in a polite, calm and diffusing way through appropriate questioning and demonstrating active listening.</li> <li>• Conflict management skills, to be able to deal with difficult, challenging</li> </ul>	

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	<p>and distressed customers effectively.</p> <ul style="list-style-type: none"> <li>• Willing to adapt style of customer engagement following feedback from line manager.</li> <li>• Ability to prioritise using effective organisational skills whilst delivering great results.</li> <li>• Ability to learn and retain extensive knowledge of all areas of services.</li> <li>• Ability to respond positively to changing service requirements and unforeseen eventualities.</li> <li>• To be flexible and adaptable in a multi-skilled environment.</li> <li>• Attention to detail, recording of accurate data.</li> <li>• Effective written and oral communication.</li> </ul>	
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### Personal behaviours and style

We look for people who are committed to and demonstrate our core values of:

- **Action:** Getting things done while being accountable. *Delivering on objectives and taking responsibility for the service. A positive attitude.*
- **Commitment:** Putting customers first. *Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.*
- **Excellence:** Always striving to be the best. *Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.*
- **Integrity:** Honest and open in everything we do. *Maintaining our code of conduct and acting professionally at all times*
- **Teamwork:** Working together to deliver. *Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.*

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<b>Qualifications</b> <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	<ul style="list-style-type: none"> <li>• A good level of education including GCSEs in Maths and English.</li> </ul>	<ul style="list-style-type: none"> <li>• A willingness and ability to undertake a Customer Service qualification.</li> </ul>
<b>Additional requirements</b> <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	<ul style="list-style-type: none"> <li>• Flexibility to travel between offices when required to provide additional support.</li> <li>• May be required to work Saturdays and Thursday evenings on occasion.</li> </ul>	
<b>Version control:</b>		
<b>JD authorised by (Director):</b>	Mary Bryce	<b>Date:</b> 5 July 2021

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