



Customer Service Adviser

Thank you for your enquiry concerning the above position.

Attached is the full information about this post, to apply please apply via our website: <http://www.paradigmhousing.co.uk/> attaching a CV and detailing in a cover letter how you meet the person specification.

If you have any questions about the position, please do not hesitate to contact hr@paradigmhousing.co.uk

Anna Winsley
HR Business Partner

PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION

Post:	Customer Service Adviser
Direct Reports:	None
Regular Contacts:	Our Customers, Partners and Stakeholders All Teams within Paradigm Housing Group
Responsible to:	Customer Service Team Leader

Job purpose:

Take ownership and responsibility for resolving Customer queries, advise on a range of services via the telephone and in writing. Undertake administration work associated with Customer queries and support other teams across the business.

Key Accountabilities:

- Respond to all Customer queries positively, liaising with stakeholders, partners and colleagues. Use web and intranet resources including processes and policy documents to ensure accurate information is provided to Customers at all times.
- Identify the basis of the Customer query at the first point of contact, give advice and take action as required. Where needed, follow-up with colleagues to ensure resolution.
- Ensure that accurate, comprehensive and concise information regarding all Customer contact is documented on our IT system in a timely fashion.
- Respond to compliments, complaints and other Customer feedback positively and empathetically; address concerns and record the feedback accurately.
- Contribute positively to Team performance by using call centre telephones appropriately, monitoring wall-boards and other team activity to ensure Customers receive a quality service.
- Identify improvements to the services we provide to Customers or the way the team works. Make suggestions to improve efficiency to Team Leaders or via the Staff Suggestion Scheme.
- Manage Customer expectations on behalf of the business and sign-post to other agencies where Customers can find support where appropriate (e.g. Police, Local Authority services, Utility Providers etc.)
- Take personal responsibility for adhering to our code of conduct, Customer Care standards and key legislation such as the Data Protection Act.

- Be an advocate for Paradigm's Vision statement and goals, and consistently demonstrate behaviours in line with our Values.
- Consistently provide accurate information when interpreting rent or debtors accounts. Advise Customers on all queries relating to their rent account with confidence.
- Accurately diagnose repairs for the required trade, scheduling and planning appointments for Customers and other service providers, debriefing jobs to ensure system records are in line with company policy and agreed timescales.
- Demonstrate an understanding of Paradigm's policies and those introduced by Government, enabling you to provide accurate advice to Customers.

Level of authority:

- You will influence your colleagues within the Customer Service Team and across Paradigm, to pursue information required for feedback to Customers.
- You have authority to chase-up internal and external Customers and service providers in order to ensure Customer satisfaction is achieved and should refer to your line manager for support where standards are not being met.
- You have authority to make Arrears Repayment Agreements and / or raise Purchase Orders up to the value agreed in line with policy.

Required outcomes of the post:

Success in this post will be measured by:

- Empathetic, assertive and efficient service in accordance with agreed performance and Customer Care Standards; measured by our Quality Framework
- Awareness and understanding of Value for Money and Risk Management
- Achievement of targets which contribute to team KPIs relating to call handling, administration and quality of service
- Contribution to improved customer satisfaction with the Contact Centre
- Achievement of individual agreed objectives and targets

Person specification:

- Previous experience in a Customer Services Team or other front-line operation (E)
- Ability to work under pressure in a fast-moving environment (E)
- Ability to prioritise tasks and manage workload by effective time management in a calm and logical manner (E)
- Ability to communicate effectively and professionally, verbally and in writing; adapting style to a wide variety of situations and people (E)
- Ability to use negotiation and influencing skills with a resourceful nature to enable problem solving and team working (E)
- Strong team working ethic demonstrated by flexibility and individual contribution to the Team (E)
- Proficient in the use of IT systems including Microsoft Outlook and use of the internet (E)

- Comfortable working with data including basic calculations, with an eye for detail (E)
- 5 GCSEs grade A-C including English and Maths (E)
- Understanding of Housing or Maintenance / Repairs services (P)

PERSON SPECIFICATION

E Essential

P Preferable

Our Values and Behaviours



'We are people focused in all that we do, valuing and recognising the importance of our customers, staff and our stakeholders'

The qualities we value and promote within Paradigm are:

Respect	We treat people fairly and professionally and celebrate our differences
Openness	We are honest and transparent, building an environment of confidence and trust
Commitment	We take pride in what we do, delivering a consistent service that meets expectations



Our Behaviours

Say what needs to be said	<ul style="list-style-type: none"> • Be open and honest, even when it's hard • Give and receive feedback positively • Keep things clear and simple
Make things happen	<ul style="list-style-type: none"> • Take responsibility, be accountable and take ownership to get things done • Do what you say you will • Be positive, proactive and responsive
Involve others and communicate	<ul style="list-style-type: none"> • Build relationships, empower others and work together to find solutions • Communicate at the right time, to the right people, in the right way • Show empathy, be open-minded and non-judgemental
Look for better ways of doing things	<ul style="list-style-type: none"> • Put value for money at the centre of everything you do • Be innovative and resourceful • Learn from mistakes
Enjoy, learn and share	<ul style="list-style-type: none"> • Celebrate success, enjoy what you do and keep a sense of humour • Be optimistic with a 'can do' approach • Commit to learning, listening and sharing knowledge

Paradigm Housing Group

Terms and Conditions of Service – Customer Service Adviser

Salary on appointment:	The salary for this position is £21,591 per annum
Length of Contract:	This position is a permanent role.
Payment of salary:	Salary is paid monthly on the fifteenth working day of the month by direct credit into a bank or building society account.
Location:	This post will be based at Glory Park, Wooburn Green however, you may be required to work at any other premises which the group currently has or may later acquire within 25 miles of this.
Probationary period:	This appointment will be subject to a probationary period of six months, during which time the post holder will be expected to establish his/her suitability for the post.
Hours of work:	These are 37 per week to be worked Monday to Friday.
Flexi-time scheme:	Paradigm operates a flexible hours scheme. A maximum of 10 days flexi leave can be taken in a year.
Flexible working arrangements:	We support flexible working arrangements that meet business needs and those of our staff.
Holiday entitlement:	The holiday entitlement for this post is 25 days a year, rising to 27 days after two years' service. Rising on an incremental basis to a maximum of 30 days after ten years' service.
Pension scheme:	<p>Paradigm, as a member of the National Housing Federation, participates in contributory pension schemes administered by the Social Housing Pensions Trust. All new employees will be able to join either:</p> <ul style="list-style-type: none">• A defined contribution, contracted in, option where the employee will make a contribution into the scheme and the employer will match this. Defined contribution is also known as a money purchase. <p>or</p> <ul style="list-style-type: none">• A defined benefit, contracted out, scheme based on 80th Career Average Revalued Earnings (CARE), where the employee contributes and the employer contributes. <p>The employee can also make additional voluntary contributions up to 100% of their salary and both schemes</p>

	<p>include death in service benefit and a survivor's pension.</p> <p>Paradigm offer a salary sacrifice scheme enabling the employee to save on employee and employer national insurance on their pension contributions.</p>
Childcare voucher scheme	<p>We offer employees the opportunity to participate in a contributory childcare voucher scheme, which is exempt from Tax and National Insurance contributions. More information will be given on appointment.</p>
Flexible annual leave benefit	<p>This scheme allows employees, who have completed a satisfactory probationary period in their post, to elect to buy or sell a maximum of five days annual leave in any one leave year, subject to terms and conditions</p>
Policy on smoking:	<p>Paradigm operates a no-smoking policy in all of its offices.</p>
<p>Full terms and conditions of service will be set out in the contract of employment which will be issued on appointment.</p>	