

1. JOB DETAILS

JOB TITLE REPORTS	Customer Services Advisor Lead
TO DIRECT	Customer Advisor
REPORTS TEAM	None
LOCATION	Neighbourhood Services Abergele
SALARY DETAILS	Up to £23,182 per annum

2. PURPOSE

To assist in the provision of a high-quality customer focused service to tenants, applicants and enquirers contacting the association by phone or face to face; providing a primary point of contact for tenants, and where possible, delivering the service they require and undertaking routine administrative functions in support of the organization.

3. DIMENSIONS Scale & Diversity

Handle calls covering customer requests, complaints, follow up work and general enquiries in a busy contact center environment

4. MAIN ACCOUNTABILITIES

To be a frontline representative of the association in dealing with telephone and face to face-based enquiries. This includes responding to requests and queries in accordance with agreed protocols, which may include repairs needed to properties, applications for housing, complaints and providing a response where possible in line with relevant policies or referring on when this is the best solution, offering support, advice and understanding.

Occasional cover on reception to ensure callers and office visitors receive an excellent first contact experience and to support the efficient running of the offices generally by working in accordance with relevant policies and authorization levels, for example;

- Implementing office security and visitor procedures
- Managing deliveries and internal/external mail for the offices by receiving incoming mail, date stamping, sorting and distributing for Cartrefi Conwy and preparing outgoing mail.
- Receive and date (not open) and keep secure any Tender documents ensuring safe handover to the appropriate Officer.

To signpost people to relevant internal contacts and liaise directly with other teams to ensure that correct information, support and advice is given first time.

To provide and assist in general administration activities; monitoring, updating and maintaining

records or supporting the timely communication to others, for example letters, mail shots, tenant profiling.

External liaison with other organisations and agencies on behalf of Cartrefi Conwy, as required, including seeking feedback from customers on behalf of the organisation in order to improve services, for example conducting customer satisfaction survey calls.

Provide an accurate diagnosis and raise appropriate tasks to resolve tenant requests via the repairs free phone and make appointments in accordance with the Repairs Policy.

Provide Cartrefi Conwy with general administrative support, for example, receiving and dealing with enquiries (either directly or by referral to appropriate person), raising purchase orders, , maintaining back office systems, filing photocopying, adhering to system procedures to ensure data accuracy.

To provide relief cover, as and when required, at other Cartrefi Conwy locations throughout the County of Conwy

Assisting Work Schedulers in peak periods or periods of leave.

5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behavior or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required

6. WORK CONTEXT

The post is predominantly office based with the requirement to travel locally on occasion for example to attend internal meetings or support tenant events. The regular use of ICT systems and technology is a

requirement of the post.

7. AUTONOMY AND DECISION-MAKING

The post is expected to operate within agreed policies and procedures.

Examples of the decisions the post can take are:

- Providing or directing customers to the correct information.
- Arrange appointments.
- Re-appoint work in consultation with tenant.

Examples of decisions that are referred are:

- Any items involving expenditure.
- Policy decisions.

The post holder has some freedom to plan the order of activities within the day according to priorities; however an element of the role will require the post holder to meet strict deadlines.

8. COMMUNICATIONS

INTERNAL

Daily contact by telephone, face to face or e-mail with Cartrefi Conwy colleagues to seek advice and ascertain correct information to deliver service excellence.

EXTERNAL

Daily contact by telephone, face to face or email and the general public on to answer enquiries and follow up on requests for advice and information about the services Cartrefi Conwy offer.

9. AREAS OF COMPLEXITY

Meeting the expectations of tenants or member of the general public may offer some complexity to the post as their aspirations are not always aligned with the resources and capabilities of Cartrefi Conwy.

Occasional pressure during peak periods to answer calls /deal with face to face enquiries within a reasonable time without having negative impact on customer service levels.

10. AGREEMENT

Job Holders' Signature:

Date:

Line Managers' Signature:

Date:

Person Specification

CUSTOMER SERVICES ADVISOR

The Customer Services Advisor will be able to work in a steady, thorough and deliberate manner with the persistence to see tasks through to conclusion. They will have the innate need to get things right and will be organised, routine orientated and able to concentrate on the detail. With a non assertive nature they will be accommodating, helpful, cautious and compliant with standard procedures. Ascertaining root causes, identifying practical solutions and communicating the findings in order to implement action and resolve problems.

KNOWLEDGE & EXPERIENCE

Knowledge and experience of office practices (telephony and administrative experience)

Essential

Application/ Interview

Experience of working in a customer facing role

Essential

Application/ Interview

Experience of working in a contact centre environment

Desirable

Application/ Interview

SKILLS

Numeracy & Literacy Skills

Essential

Ability Test

Accuracy and attention to detail in data entry

Essential

Ability Test

Basic planning, prioritising and organising skills

Essential

In Tray Exercise

Microsoft Office; Word, Excel, Outlook (Basic user level)

Essential

Ability Test

Welsh Language Skills

Desirable

Application / Interview / Ability Test

CORE CARTREFI		
Be innovative	Essential	Interview
Commit to quality	Essential	Interview
Do the right thing	Essential	Interview

Cartrefi Conwy are committed to Equality and Diversity in our activities