

ROLE PROFILE

POSITION	Customer Service Advisor		
TEAM	Customer Services	LOCATION	Ferris
VERSION	1	LAST UPDATED	October 10

PURPOSE OF ROLE	To be responsible for delivering excellent customer service by providing a first point of contact for tenants and stakeholders.
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KEY ACCOUNTABILITIES

1. Deliver front line customer services to Company targets
2. Provide first point resolution in line with the Performance Improvement Plan for tenants' queries in the Contact Centre and on reception.
3. Carry out general and specialist administrative support for other services
4. Lead on a particular area of service and provide support and training to colleagues as required
5. Support the Contact Centre Manager in the delivery of management information.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Contact Centre Manager.

CONTACTS

Internal

- Members of staff from other all other services

External

- Tenants and Customers
- Local authority
- Contractors
- Support agencies and suppliers

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • Good general level of education / literacy and numeracy skills 	<ul style="list-style-type: none"> • NVQ 2 or higher in Customer Services • ECDL • Housing or other related qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Experience of dealing with people both face to face and on the telephone • Experience of solving problems to meet customers and service expectation. • Sound IT skills across the range of Microsoft applications • Experience of carrying out administrative tasks to specified deadlines • Experience of dealing with confidential information 	<ul style="list-style-type: none"> • Understanding of the role of social housing • Experience of working with vulnerable people or people with support needs • Knowledge of basic housing management functions • Knowledge of the requirements of the data protection act
Job Related skills	<ul style="list-style-type: none"> • Excellent telephone manner • Excellent interpersonal skills • Able to make sound judgements based on information available • Sound IT skills • Able to plan and prioritise work to meet specified deadlines • Able to research and take the initiative in leading in an area of customer service delivery • Able to communicate effectively with internal customers and external contacts 	<ul style="list-style-type: none"> •

Personal Skills	<ul style="list-style-type: none"> • Commitment to Equality and Diversity • Commitment to customer involvement and customer service excellence • Good team member • Diplomatic • Assertive • Resilient • Able to work under pressure • Can do attitude • Able to work on own initiative 	<ul style="list-style-type: none"> • Commitment to social housing • Commitment to excellent service delivery
Other	<ul style="list-style-type: none"> • Able to work shifts as specified by the needs of the business to include evenings and weekends 	



Have I been shortlisted?

At Coastline, we are committed to keeping our administration costs down as part of our drive to put as much resource as possible into our social housing stock and resident activities.

Consequently we do not write out to all job applicants advising success or otherwise in the shortlisting process.

If you do not hear from us within three weeks of sending in your application form, please assume you have not been shortlisted. Good luck with your application and thank you for your interest.

Application Form

Refer to Guidance Notes to assist with completing this form.
Please complete the form using BLACK INK as it may be photocopied.
Alternatively, you may word process or type the information.
Information provided on CVs will not be considered.

Please note that this position may be subject to either a standard or enhanced Criminal Records Bureau Check. If this is the case then it will be detailed on the job advert and will be confirmed again if a job offer is made.

Please return your application to:
Human Resources
Ferris House
Dolcoath Avenue
Camborne
Cornwall
TR14 8SD or
kate.barker@coastlinehousing.co.uk

CONFIDENTIAL

Job applied for

Location

Where did you see the position advertised?

Personal details

1 Name in BLOCK CAPITALS

Surname

First names

2 Address in BLOCK CAPITALS

Permanent address

Postcode

Daytime telephone number

Email

Mobile number

Contact address (if different from above)

Postcode

Telephone number where a message may be left

Email

NAME:		JOB TITLE:	
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Employment monitoring

Coastline Housing Ltd is committed to providing equality of opportunity. No employee or prospective employee shall receive less favourable treatment due to race, ethnic or national origin, gender, age, marital status or disability. The information in this section will not be used in the selection process.

Marital status (please tick the appropriate box)

Single	<input type="checkbox"/>	Married	<input type="checkbox"/>	Separated	<input type="checkbox"/>	Divorced	<input type="checkbox"/>	Co-habiting	<input type="checkbox"/>	Other	<input type="checkbox"/>
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Disability

Do you consider yourself to be a person with a disability by the Disability Discrimination Act 1995? *i.e. Do you consider yourself to be someone who has a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities?*

Yes No

If you have any special requirements to assist you with an interview please detail them and, if required, we will endeavour to make any necessary reasonable adjustments.

Ethnic Group

(Please tick the box that best describes your ethnic origin)
Please note that ethnic origin is not a matter of nationality, right of abode in the UK or place of birth.

1 White British <input type="checkbox"/> Irish <input type="checkbox"/> Any other (please specify) <input type="text"/>	3 Asian or Asian British Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Any other (please specify) <input type="text"/>	5 Chinese or any other ethnic group Chinese <input type="checkbox"/> Any other (please specify) <input type="text"/>
2 Mixed White/Black Caribbean <input type="checkbox"/> White/Black African <input type="checkbox"/> White/Asian <input type="checkbox"/> Any other (please specify) <input type="text"/>	4 Black or Black British Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other (please specify) <input type="text"/>	

Age (please tick the appropriate box)

Under 25	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>	45-54	<input type="checkbox"/>	Over 54	<input type="checkbox"/>
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Gender (please tick the appropriate box)

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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How would you describe your sexuality? (please tick the appropriate box)

Heterosexual	<input type="checkbox"/>	Bi-sexual	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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Religion (please tick the appropriate box)

Christian	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
No religion	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	Other religion (please specify)	<input type="text"/>

Rehabilitation of offenders

Have you any convictions that are not spent under the Rehabilitation of Offenders Act? (please see attached information). Yes No

If yes, please give details

Present or most recent employer

3	Employer's name and address	Date started	Date left/still employed	Position held and summary of duties	Reason for leaving
Salary			Notice required		

Previous employment

4	Please start with the most recent job, before the one detailed above. Continue on a separate sheet if necessary.				
	Employer's name and address	Date started	Date left/still employed	Position held and summary of duties	Reason for leaving

Education, professional qualifications, other relevant training

5 Course details and examining board	Qualifications obtained with grades, membership of professional institutions, etc.

Additional qualifications and experience

6 Please give details of any other qualifications or experience you have which you consider to be relevant to your application, including those gained outside the workplace.

Reasons for applying and additional information

- 7** Please explain why you are applying for this vacancy and how your transferable skills, experience and achievements make you suitable for this job – as described in the 'person specification'.
(You may continue on no more than two additional sides of A4).

Availability and interview arrangements

- 8** Dates when NOT available for interview (please see probable interview dates).
We cannot undertake to avoid these dates but will try to do so.

Declaration of interests

- 9** Are you a close relative of an employee/customer or non-executive Director of Coastline?
If yes, please give details:

Driving requirements

- 10** Tick appropriate box if the job described states that candidates must be able to drive. If you are unable to drive due to a disability, please ensure that you tell us if you are invited to an interview.
(See the employment monitoring section of this application)

Do you have access to a motor vehicle? Yes No

Do you hold a full current United Kingdom driving licence? Yes No

Referees

- 11** Please give the names and addresses of two referees (who are not related to you), one of which must be your current or most recent employer.

Name

Address

Postcode

May we obtain references now? Yes No

Name

Address

Postcode

May we obtain references now? Yes No

Please note appointment will only be confirmed subject to receipt of references and health and pre-employment checks that are satisfactory to us.

Please sign and date this form

- 12** The Company is obtaining this information from you for the purpose of assessing your application against our job requirements, monitoring our Equal Opportunities in Employment Policy and for any subsequent employment related purposes. We will not divulge it to any third parties (except where legally required) or use it for any other purpose unless we first obtain your explicit consent.

I declare that the information I have given in this application is, to the best of my knowledge and belief, true and correct. I understand that if it is subsequently discovered that any statement is false or incomplete and I have already been employed, I may be dismissed.

Signature

Date



The New Connection

How to complete the application form

These notes are intended to help you complete the application form section by section. The application form is the first step in the recruitment process which may lead to an interview and a possible offer of employment.

The person specification provided with the application form, lists the criteria against which each candidate's application will be assessed. Selection for interview will be based on the information contained in your application form so please remember to complete all sections of the application form as clearly and as fully as possible.

General points:

Please complete the form using type or black ink so that it can be photocopied.

Take a note of the closing date, and ensure that your completed form is returned to us by this date. Late applications will not be considered.

Please ensure that you include as much relevant information as possible on the application form. Any information provided on CVs will be detached from your application form and will not be considered during the selection process. Please make sure you include any relevant experience. If little or no information is provided on the application form it will be difficult to assess your suitability in relation to the criteria for the post and therefore progression to the short-list for interview will be unlikely.

If you do not have enough space on the form at any point, you may continue on a separate piece of paper. Please do include your name on any supplementary sheets included with your application. Please remember to check that all sections of the application form have been completed in full.

■ Personal details:

The first section asks for some information about you and the job that you are applying for. Please provide all the details as requested.

Please complete the section asking 'where you saw the position advertised' as this will help us to assess how effective our advertising campaign has been.

■ Equal opportunities monitoring form:

Please complete this section to enable us to monitor our recruitment process in relation to our Diversity/Equal Opportunities Employment Policy. The information you provide will be treated in confidence and will be used only for monitoring purposes. This part of the application will be detached before the selection process. The ethnic monitoring classifications are those recommended by the Commission for Racial Equality for the 2001 Census.

We welcome applications from individuals with a disability and will make reasonable adjustments to enable applicants with a disability to perform to the best of their ability throughout the recruitment process.

■ Employment details:

Please provide details of your current or most recent post, if applicable, and your salary package. You should start by inserting the employers name and address and continue with dates from and to and position held, nature of responsibility, and the reason for leaving, if applicable.

■ Previous employment:

Please provide full details of any previous posts you have held.

- **Education, professional qualifications, other relevant training:**
Please provide details of your education and qualifications starting with the most recent.
- **Additional qualifications and experience:**
Please include other qualifications and experience you have that you consider relevant to your application.
- **Reasons for applying and additional information:**
Please give as much information as you can about why you think you are suitable for the job. It is important that you detail how well you meet the requirements of the job and give clear examples to demonstrate this. Please use a separate section for each of the criteria listed in the person specification. Continue on a separate sheet if necessary. Remember for the first stage of the selection process we can only assess your ability to do the job by comparing the details that you give on your application form with the person specification.
- **Availability and interview arrangements:**
Please let us know if there are any days that you are unable to attend for interview. We will do our best to avoid these dates, however, whenever possible we arrange the interview dates in advance of advertising the post and alternative dates may not be available. If you are available on the interview date that has been published for the post but it is difficult for you to attend for interview first thing in the morning or after 5 pm, for example due to childcare commitments, please let us know and we will do our best to schedule your interview in the middle of the day. If the interviews are inadvertently scheduled on a day that you normally celebrate a religious festival please let us know and again we will make every effort to find an alternative interview date for you.
- **Driving requirements:**
If the job description details the ability to drive as an essential requirement in the person specification, please let us know if you can drive a motor vehicle and if you hold a current UK driving licence.
- **Referees:**
Information we request from referees will relate to salary, length of service, sickness absence, and suitability for the job. Please note appointment will only be confirmed subject to receipt of satisfactory references, health checks, and pre-employment checks. Referees are only contacted if an offer of employment is made to you.
- **Declaration:**
Please sign and date the application form in the space provided. You will be asked to sign your application form to confirm that the information you have submitted is to the best of your knowledge and belief, true and correct and to confirm that you understand that if it is subsequently discovered that any statement is false or incomplete and you have already been employed, you may be dismissed.
- **Asylum and Immigration Act 1996:**
Under Section 8 of the above Act, before appointing an employee, the Company has an obligation to check that they have permission to live and work in the UK. If you are offered a position, you will be required to provide one of the documents specified by the Act for this purpose. Full details will be provided to candidates at the appropriate time.

If you need any help completing your application form please contact a member of the Human Resources Team on 01209 722442/2494.