Role Profile – The What, The Where, The How

POSITION	Customer Access Advisor		
TEAM	Customer Access Team	**LOCATION**	Coastline House
VERSION	1.3	**LAST UPDATED**	February 2023

THE PURPOSE OF THIS ROLE IS TO	Be responsible for delivering excellent customer and maintenance services, and providing first-point resolution for customers and stakeholders.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Delivering excellent customer access service, including digital access through the customer portal and social media.
2. Providing first point resolution for customers in compliance with Key Performance Indicators, including repairs diagnostic and maintenance related services.
3. Accepting and processing payments from customers, ensuring all payments balance.
4. Assisting in producing performance reports and commentary in respect of performance indicators, as required.
5. Managing all customer contact through a variety of media, including digital, customer portal and social media.
6. Promoting the effective use of CRM across the company.
7. Promoting and supporting customer access and involvement across the company.
8. Carrying out general and specialist administrative support as required.
9. Leading on a particular area of service and providing support and training to colleagues as required, including repairs and maintenance where applicable.
10. Attending meetings across the company, as required.
11. Undertaking scanning tasks, as required.
12. Undertaking relevant training and development activities as suggested by the customer access manager.

Coastline housing

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Has a commitment to customer involvement and customer service excellence.
- Self-motivated, diplomatic, assertive, resilient, organised and able to use their initiative as well as work as part of a team.
- Has experience of delivering excellent customer service and dealing with customers and stakeholders across a range of media, communicating effectively with internal customers and external contacts.
- Has experience of solving problems, diagnosing repairs queries and who is able to determine urgency, recognising where health and safety risks require emergency action.
- Has experience of carrying out administrative tasks to specified deadlines, and of handling confidential information.
- Understands appropriate telephony and IT applications in a call centre environment, has good IT skills across the range of Microsoft applications and experience of working with digital information, social media and system.
- Has experience of both seeking and acting upon the views of customers, and of solving problems to meet customers' expectations within repairs timescales.
- Is able to identify and challenge performance issues in the day-to-day delivery of services and recommend improvements.
- Can work effectively under pressure and deliver excellent customer care, with a flexible, can-do attitude, ability to respond positively to change, and excellent interpersonal skill.
- Is willing to work outside core hours and attend very occasional evening meetings.

The following would be an advantage:

- An NVQ 2 or higher in customer services, a European Computer Driving Licence or similar IT qualification, and/or a housing or other related qualification.
- An understanding of the role of registered housing providers ad right to repair legislation, and knowledge of the requirements of the Data Protection Act.
- Experience of working with vulnerable people.

General Obligations - For All Of Us

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 Customer Access Team Leader

CONTACTS

Internal

- Non-executive directors, executive directors, managers and staff across the company.

External

- Customers, contractors, customer representatives, residents' groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders, etc.

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