

ROLE PROFILE

POSITION	Senior Customer Access Advisor		
TEAM	Customer Access Theme	LOCATION	Coastline House
VERSION	1	LAST UPDATED	21 December 2018

PURPOSE OF ROLE

To be responsible supporting the Customer Access Team to deliver excellent customer and maintenance services and providing First Point Resolution for customers and stakeholders.

KEY ACCOUNTABILITIES

1. Manage all customer contact through a variety of media, including digital, customer portal and social media, delivering excellent customer service at all times
2. Provide day to day support to the Customer Access Advisors, including coaching and quality assurance
3. Provide effective first point resolution for customer in compliance with Key Performance Indicators, including repairs diagnostic and maintenance related services
4. Accept and process payments from customers, ensuring all payments balance
5. Assist the Customer Access Team Leader in producing performance reports and commentary in respect of Performance Indicators as required
6. Promote the effective use of CRM across the Company
7. Promote and support customer access and involvement across the Company
8. Carry out general and specialist administrative support as required
9. Support the Customer Access Team Leader to provide support and training to colleagues as required, including repairs and maintenance where applicable
10. Attend meetings across the Company as required, deputising for the Customer Access Team Leader as appropriate
11. Undertake scanning tasks, as required
12. Undertake relevant training and development activities as suggested by the Customer Access Manager

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies
2. Continually promote and embrace the principles of equality and diversity and customer care in full compliance with the Company's policy and standards

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. Service and support the Company as requested

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

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education / literacy and numeracy skills • Evidence of commitment to continual professional development 	<ul style="list-style-type: none"> • NVQ 2 or higher in Customer Services • ECDL or similar IT qualification • Housing or other related qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Experience of delivering excellent customer services and dealing with customers and stakeholders across a range of access strands • Experience of solving problems and diagnosing repairs queries and able to determine urgency, recognising where Health and Safety risks require emergency action. • Understanding appropriate telephony and IT applications in a call centre environment • Experience of seeking and acting upon the views of customers • Ability to identify and challenge performance issues in day to day delivery of services and make recommendations for improvements • Experience of solving problems to meet customers expectation within repairs timescales • Good IT skills across the range of Microsoft applications and experience of working with digital information, social media and systems • Experience of carrying out administrative tasks to specified deadlines 	<ul style="list-style-type: none"> • Understanding of the role of Registered Housing Providers • Experience of working with vulnerable people • Knowledge of the requirements of the data protection act • Understanding of Right to Repair legislation

	<ul style="list-style-type: none"> • Experience of dealing with confidential information 	
Job Related skills	<ul style="list-style-type: none"> • Ability to effectively work under pressure and deliver excellent customer care • Flexible 'can-do' attitude and ability to respond positively to change • Excellent interpersonal skills • Able to make sound judgements based on information available • Able to plan and prioritise work to meet specified deadlines • Able to communicate effectively with internal customers and external contacts 	
Personal Skills	<ul style="list-style-type: none"> • Commitment to Equality and Diversity • Commitment to customer involvement and customer service excellence • Good team member • Self-motivated, organised and ability to use own initiative or work as part of a team Diplomatic • Assertive and resilient to deliver customer access services • Creative, innovative and an eye for detail 	
Other	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Ability to attend very occasional evening meetings • Willing to work outside 'office hours' 	