

Job Description

Job Title	CSC Advisor	Department	Customer Service Centre
Grade (if applicable)	Not Applicable	Location	

Job Purpose

To work as part of a team delivering high quality, cost effective, 24 hour telephone based comprehensive housing and telecare service, resolving the service requests of customers of Riverside and Riverside Helpline.

Accountabilities or “What You Have to Do”

- Deal with all service enquiries to Riverside through a variety of media (phone, text, email and web).
- Diagnose and order repairs including liaison with contractors and guiding customers through simple processes to resolve issues themselves, identification of rechargeable repairs through appropriate questioning, explanation of policy and taking payment, identify repairs under defects and provide advice and order under specialist database.
- Provide information and respond to enquiries on planned and cyclical maintenance programmes specific to individual property or location.
- Identification and processing of applications for housing and transfers and exchanges using the system and avenue appropriate for the specific location and request type.
- Raise rent account issues, handling rent account enquiries, making payment agreements, taking payments, setting up direct debits, providing advice, carrying out welfare benefit checks and calculations and making referrals or recommendations.
- Provide advice and assistance on housing management issues including tenancy matters such as transfers, joint tenancies and successions; information on neighbourhood management and environmental issues and local neighbourhood initiatives.
- Manage contacts regarding ASB including listening sympathetically, assessing appropriate advice to be given based on history and information provided by caller, recording of report on HUB database and referring to specific local specialist or external agency.
- No Second Night Out contacts to be handled by eliciting and noting required information to ensure safe and prompt interaction from site based team. Identify through customer interaction or direct request the need for an aid or adaptation, the level of adaptation required and provide advice, order adaptation or make referral as is appropriate.
- Provide advice and information on Home Ownership properties available and log specific details if interest with customers for divisional action.

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- Diagnose and identify whether any repair requests from Home Ownership customers are covered under the specific repairing agreement of the individual scheme and provide appropriate advice or order repair.
- Owning critical incidents and co-ordinating response of parties including emergency services and escalation with local staff and co-ordination and arrangement of emergency accommodation, meals, transport etc.
- Participate in outbound calls as follows; Arrears pursuance and identifying relevant advice. Benefit issues, taking payments, making and monitoring arrangements, setting up direct debits. Customer service calls to facilitate service quality benchmarking, making appointment for annual gas checks, other individual outbound call initiatives that may arise e.g. Diversity Profiling, divisional call back performance, specific operational surveys as requested.
- Provide out of hours service to external organisations as per contract with riverside. Understand out of hour's database and each individual organisation's policies and procedures to enable advisor to handle calls such as: diagnosing repairs, managing emergency repairs process with external contractors, providing advice on ASB and recording reported incidents, general local authority services and deploying contractor where necessary. Owning critical incidents and coordinating response for parties including emergency services, escalation within the external organisation.
- Supporting individuals who are elderly, vulnerable or disabled to live independently through operating central control equipment to provide an emergency and monitoring service for internal and external clients of the Helpline Service. This includes:
- Receiving calls and identifying individual needs and deciding whether the individual needs intervention from family members, neighbours or emergency services.
- Responding to alerts from property exit sensors, fire alarms, sounder beacons, movement sensors, fall detectors, medication carousels, gas, carbon monoxide and flood detectors, gas shut off sensors, epilepsy sensors, bogus caller alarms, intruder alarms, bed occupancy sensors, inactivity sensors, enuresis sensor by contacting the individual, assessing response and if necessary taking control of the situation by deploying appropriate support response e.g. emergency services, family, neighbour etc.
- Manage access to emergency services via remote access to on site safe and providing remote guidance around the scheme using site plans to assist.
- Responding to alerts or calls from communal areas in schemes.
- Undertaking outbound calls to vulnerable residents / those at risk to ensure their health, safety and wellbeing, interpreting responses and conversations and responding appropriately.
- Diagnosing and logging repairs to property and equipment and arranging contractor attendance.
- Carry out daily line checks to schemes and engage with telecoms companies to resolve any failures/ issues that arise.
- Liaise with dispersed customers to test for fault on individual system.

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- Update call history notes after each individual contact. Update scheme manager notes to enable continuity of service.
- Constantly update system in response to information provided by scheme manager and CSC regarding occupation.
- Manage rolling programme of scheme and dispersed updates to ensure customer records are up to date and in compliance with TSA regulations.
- Carry out daily back-ups of system data in case of system failure or evacuation.
- Carry out daily check regarding disaster recovery equipment and materials.
- Manage Lone Worker system including;
 - Addition of new staff members and removal of former employees.
 - React to alerts for 'failure to check in' by identifying location, attempt to contact individual and when contact fails, alert relevant line manager
 - React to emergency call by lone worker by identifying individual and location and following prescribed emergency call conversation, interpreting responses and summoning appropriate assistance.
- Understand how to use language line and minicom and be able to assess when these are appropriate sources of assistance in resolving an enquiry or service request.

Other Duties

- To provide a high quality, customer-orientated service championing “The Riverside Service Style” practices.
- Constantly review work outputs, setting improvement targets and appraising individual performance.
- Participate in the work of the team, encouraging innovation.
- Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service
- To ensure compliance with Riverside’s Equality and Diversity policy, in respect of employment and service delivery.
- Ensure that all data is compliant with legislation and policies relating to data quality
- To actively promote Riverside locally.
- To ensure that health & safety requirements are met in accordance with Riverside’s policy and procedures and statutory requirements.
- Any other relevant duties as required by the designated manager.

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Knowledge, Skills and Experience

Essential

- Relevant experience of the customer service of Housing industry.
- Customer focused.
- Ability to use own initiative.
- Problem solving skills
- Flexibility and willingness to respond positively to challenges.
- Excellent Attention to detail and organisational skills.
- Literacy and Numeracy skills with the ability to produce correspondence.
- Ability to work under pressure.
- The ability to think methodically.
- Experience of using relevant multiple housing systems.
- Experience of working as part of a team.
- Reliable team player who can work well in demanding circumstances.
- Previous call centre and shift work experience.

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Competency Framework

Deliver the Vision
<ul style="list-style-type: none"> Focuses on the company's goals, understands its direction and contributes to its overall success.
Focus on Performance
<ul style="list-style-type: none"> Takes ownership of the performance and development of themselves, supports the development of others.
Strive for Excellence
<ul style="list-style-type: none"> Continually looks for ways to improve the service provided by self, team and the organisation.
Be Commercially Minded
<ul style="list-style-type: none"> Aware of the need to add value to support economic, sustainable growth for the organisation.

Additional Information

- The Group has offices across the UK and on this basis, there will be the requirement to travel to other locations to effectively perform this role.
- The role will be exposed to sensitive information, therefore the role holder is expected to maintain levels of confidentiality at all times.
- In order to fulfil the requirements of this role, you will be required to work flexibly during the hours of operation.
- The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

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