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|  | Job Description | C:\Users\jowen\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\Leeds Fed Logo Colour.jpg |

BASIC DETAILS

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| Job Title:  Location:  Responsible To: | Customer Service Advisor  Leeds  Housing Services Manager |

**REPORTING STRUCTURE**

See organisation chart for the Customer Service Team

**MAIN PURPOSE**

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| To provide a high quality response to general enquiry calls to the Association’s Customer Service department. To provide assistance to colleagues within the department by undertaking customer service and administrative duties and specified tasks relating to service delivery. |

Specific Accountabilities and Performance Standards

|  | Key Accountabilities | Minimum Performance Standards |
| --- | --- | --- |
| 1 | Delivers excellent customer service and achieves high levels of customer satisfaction | 1. Provides a professional, polite, helpful and responsive service to customers, achieving high levels of customer satisfaction 2. Works in accordance with the Association’s values and ethics, supporting and promoting the organisation’s reputation 3. Customer enquiries handled to a high standard of quality in accordance with defined procedures 4. Takes ownership of all customer enquiries received, and progresses work as far as necessary to resolve 5. Ensures procedures are followed accurately and consistently in the provision of services to customers 6. Ensures a high degree of accuracy regarding the location and content of information input into IT systems 7. Ensures information relating to customers is maintained confidentially |
| 2 | Assists with tenancy and income management administration | * Carries out general administration duties following non-telephone based customer enquiries (My Account/Email/SMS/Web Chat) * Liaises and works effectively with colleagues in other teams/departments to resolve problems * Completes administrative tasks relating to the management of tenancies and income collection as requested * Ensures customer complaints are accurately recorded and directed to the right person/department for resolution |
| 3 | Assists with data cleansing and other general administration | * Performs data entry tasks as required to a high degree of accuracy * Takes responsibility for delegated tasks in respect of data maintenance and cleansing, ensuring the accuracy of data stored by the Association * Corrects data entries identified by data validation reports as directed * Chases outstanding tenancy agreements from the New Tenancy Agreement project * Administers bulk mail outs as directed by operational managers * Checks dates of invoices as required under the direction of operational managers |
| 4 | To contribute to the effective running of the Customer Service Team and to participate in a culture of continuous improvement | * Provides administrative support and other assistance to colleagues within the Customer Service Team as directed * Provides support and assistance to other colleagues and departments as directed * Contributes to performance indicators being met * Participates effectively in meetings * Implement and comply with all Association’s policies and procedure including equality and diversity, customer service standards and health and safety |
| 5 | Corporate Role | 1. To consistently meet the organisations strengths in your day to day work 2. To work within the organisation’s Health and Safety policies and procedures taking personal responsibility for your own wellbeing 3. To work within the VFM policy and consider wider business sense in all aspects of your role 4. Provide and maintain excellent standards of customer care in accordance with the organisation’s Equality and Diversity policy 5. To work within the culture and values of the organisation and positively promote the reputation of Leeds Fed at external events and meetings 6. To positively contribute to Leeds Fed’s journey ensuring the development of continuous improvement across the organisation 7. To be responsible for your own learning and development and actively participate in identified training and engage with the performance management system 8. Communicate effectively and work productively with all staff 9. Carry out a regular check of the website and intranet particularly in relation to your own areas of the business. Take responsibility for making sure that information logged is up to date and relevant. 10. Work within the Risk Management Framework Policy ensuring that you are aware of, and support the operation of internal controls relevant to your area of responsibility. |

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| No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation. |

Leeds Federated Housing Association

Person Specification

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| Customer Service Advisor | | | |
| Attributes | **Description** | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge and Experience** | Experience of working in a customer facing service role, meeting the requirements of a diverse range of customers | **✓** |  |
| Experience of working in the housing sector |  | **✓** |
| Experience of dealing with complaints | **✓** |  |
| Good knowledge of computerised systems and administrative procedures | **✓** |  |
| **Skills and Abilities** | Meets the organisations values and behaviours | **✓** |  |
| Able to meet individual and job specific targets set by line manager | **✓** |  |
| Able to build and maintain positive working relationships with customers and colleagues | **✓** |  |
| **Qualifications** | GCSE or equivalent level of education | **✓** |  |