

## Job profile

<b>Job title:</b> Customer Services Advisor	<b>Responsible to:</b> Customer Hub Team Leader
<b>Salary grade:</b> D (£24,309 per annum for the 6 month probation period, upon successful completion of the probation increasing to £26,121 per annum)	<b>Contracted Hours:</b> 37 12 Month Fixed Term Contract
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 – All colleagues

### Purpose of the job:

As Customer Services Advisor, you will be the first point of contact for our customers, responding to their enquiries in a friendly and helpful manner and aiming to deliver a right first-time service. You will promote and support customers to access our digital services.

### Key accountabilities:

1. To respond to all Customer Hub enquiries and fully utilise our systems to record information, ensuring a 'right first time' service. Follow up on any commitments made to call back a customer to maintain high levels of customer satisfaction. Ensuring all customer information is kept up to date.
2. To setup new customer agreements and accounts, ensuring that the rent is correctly recorded. To provide accurate information and support to customers including payment advice, diagnosing repairs, and booking appointments, Choice Based Lettings support, whilst providing information and advice on all services.
3. To effectively deploy repairs colleagues to emergency and responsive works, meeting targets and our customer's needs.
4. To actively promote the uptake of digital services and support customers to make best use of their online account.
5. To raise repair orders and re-schedule appointments and support other teams across the business by recording call-back case notes and incidents.

6. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
7. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
8. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
9. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

<b>Job title:</b> Customer Services Advisor		
Criteria	Essential / Desirable	Method of Assessment
<b>Qualifications</b>		
Good general education background with passes at GCSE level or equivalent in Maths and English	E	AF/ST
<b>Knowledge, skills, and abilities</b>		
An understanding and developed working knowledge of computer systems including Excel, Word, and Teams	E	AF/ST
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Knowledge of current social housing issues	D	AF/I
Can work as part of a team	E	AF/I
Good communication skills - in writing, on the phone and in person	E	AF/I/ST
Listening skills and able to build and maintain effective working relationships	E	I
Learning new things and can pick things up quickly	E	I
Well organised and able to work to deadlines	E	I
Able to work under pressure	E	I
An interest in housing and/or social issues	D	AF/I
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	AF/I
<b>Experience</b>		
Relevant front-line experience of dealing with customers	D	
<p><b>Values and behaviours</b> - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers, and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> <li>• Have respect</li> <li>• Be adaptable</li> </ul>	E	I

<ul style="list-style-type: none"> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>		
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b></p> <p>No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Customer First Manager</p>		
<p><b>Review date:</b> December 2024</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		