

# **Job Description**

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| **Job Title:** | Senior Services Centre Call Advisor (Training and Development) |
| **Department:** | Tenant and Client Services (Services Centre) |
| **Location:** | Head Office, Belfast |
| **Responsible to:** | Services Centre Manager |

**Job Purpose:**

**In addition to core duties** as required by a Services Centre Advisor, the Senior will support the Service Centre Manager in co-ordinating the customer service functions of the Services Centre and deputise in their absence. This role will also be responsible for the training and development of Service Centre Advisors to ensure they are equipped to carry out their role effectively.

**Duties:**

1. Support and assist the Services Centre Manager to ensure services are delivered in line with timescales, performance targets and service standards.
2. Train, coach and mentor Services Centre staff in all aspects of their work, including new service initiatives and provide support when required.
3. Monitor daily Call Advisor productivity to ensure adherence to KPI’s and co-ordinate performance reporting and planning.
4. Monitor trends of frequently asked queries and report back to the Services Centre Manager to ensure that pro-active action is taken for future reference.
5. Act as first point of escalation for complex customer enquiries, where customer enquiries cannot be resolved at the initial point of contact by Call Advisors.
6. Manage performance relating to the ‘Back Office’ functions within the Service Centre to ensure the overall service delivery targets are met in relation to internal / external mail and daily electronic correspondence.
7. Manage staff performance and carry out monthly one to ones and PDR’s as agreed with the Services Centre Manager.
8. Develop and coordinate training programmes for all Services Centre Staff including induction training / materials for all new staff.
9. Review scripts and identify improvements to assist in the effective delivery of Customer Service. Liaise with ICT colleagues to help and develop and enhance associated reporting and system workflows.
10. Daily management of external service contracts relating to the Service Centre including postal service provision and equipment. Resolve contractual queries and / or report to Services Centre Manager, as required.
11. Monitor and report on levels of Customer Satisfaction including Industrial Facts & Forecasting Research (IFF Research) STAR Surveys. Identify and resolve matters of concern / areas for improvement or escalate to relevant Manager, where appropriate. Co-ordinate / conduct additional customer satisfaction surveys when required by the Services Centre Manager
12. Assist the Service Centre Manager to manage Service Centre expenditure in line with budgets. Monitor and authorise relevant spend up to order values of £1,000.
13. Assist with recruitment and selection of Services Centre staff, when required.
14. Assist the Service Centre Manager to create a culture of continuous improvement in service delivery and identify innovative ideas to deliver further value for money.
15. Assist in reviews of Service Centre Policies and Procedures
16. Undertake other such duties of a similar level of responsibility as may from time to time be reasonably required.
17. Deputise for the Services Centre Manager, including associated duties as and when required.

### General:

Staff are required to be flexible in their work and to co-operate with their colleagues for the efficient, effective and economic operation of the Association.

Staff may be required to undertake a secondment or placement elsewhere, and the Association reserves the right to make such an arrangement where it believes this will benefit the Association.

**Services Centre Call Advisor – Person Specification**

**EMPLOYEE SPECIFICATION**

**Job Title:** Senior Services Centre Call Advisor (Training and Development)

**Department:** Tenant and Client Services (Services Centre)

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| **FACTOR** | **ESSENTIAL** | **DESIRABLE** | **WHEN ASSESSED** |
| **Skills and Abilities** | Ability to plan, organise and prioritise workload  Ability to work as part of a team |  | Application Form |
| **Education and Experience** | Five GCSE/ ’O’ Level passes Grades A-C (or equivalent)  Plus, a minimum of 2 years’ experience working in a Service Centre environment dealing with incoming and outgoing calls  **OR**  A minimum of 4 years’ experience working in a Service Centre environment dealing with incoming and outgoing calls  Experience of working in customer services and a continuous improvement setting  Experience of working with a range of internal and external stakeholders | Experience of working within the housing sector  Experience of supervising staff  Experience of using a range of IT packages and systems | Application Form/At Interview |
| **Personal Qualities** | Confident, reliable and adaptable  Self-motivated  Able to demonstrate a good range of communication skills |  | At Interview |