

## JOB DESCRIPTION/ROLE PROFILE

Job Title:	Customer Service Advisor
Reporting To:	Service Centre Team Leader
Located At:	Northern Whig House
Hours of Work:	The helpdesk is open from 9am to 5pm however we do offer flexible and hybrid working; full time and part time hours will be considered for this role. (Full time is 37 hours a week)

### MAIN PURPOSE OF THE JOB:

At Clanmil, we are here to provide homes for people to live well. We have great ambition to build and maintain quality homes and to create a brilliant and sustainable organisation. The Customer Service Centre (Service Centre) plays an essential role in achieving our ambitions.

Our customers are at the heart of what we do. As a member of our Service Centre Team, you will be operating within a dynamic, responsive, and fast-paced environment providing an outstanding service to all tenants, applicants and customers, using different communication channels and promoting future digital and ongoing changes within the organisation.

### GENERAL RESPONSIBILITIES:

A	Customer Focus
1	To provide a high-quality comprehensive front line customer focussed service, responding to customer requests and queries.
2	To provide a right first-time approach to assist in the delivery of key business services, including general housing enquires, antisocial behaviour, repairs reporting and general day to day business enquiries and where possible offering a first-time resolution service to meet our key performance indicators.
3	To maintain the day-to-day operation of the Service Centre department, taking ownership of enquiries and ensuring information is efficiently and effectively handled within agreed service level agreements to meet the expectations of our tenants and customers.
4	Using on-line scripting and other IT systems, provide accurate and appropriate information and advice on the range of services provided by Clanmil.
5	To deliver a high level of customer service to all tenants and customers using multi-channel sources including, telephone, email, face to face, Clanmil Connect Portal and other digital platforms to ensure an excellent customer journey.
6	To refer issues, which cannot immediately be resolved to the appropriate staff members as a task or action when required.
7	Provide front line advice on relevant policies and procedures to ensure a consistent service to all.
8	Provide support to a wide range of business areas in the delivery of service specific tasks and administrative duties to help develop the roles and responsibilities of the Service Centre team.

9	Undertake general administrative duties, this may include, input of customer satisfaction surveys, outbound calling, internal and external mail, system data cleansing, creating purchase orders, financial transactions and payments, updating and maintaining service specific systems, to support the team and wider organisation.
10	Make outbound calls to follow up on repairs and to assist with access, servicing and inspections.
11	To undertake other such duties of a similar level of responsibility as may from time to time be reasonably required.

<b>B</b>	<b>TEAM WORK</b>
1	Work with colleagues to ensure the Service Centre is fully resourced within Clanmil's working hours, including co-ordinating leave and flexi to ensure sufficient cover.
2	Actively contribute to staff meetings/supervision meetings to review and improve processes.
3	Take on additional specific areas of work as required.
4	Work collectively with colleagues to ensure a positive and collaborative team culture is developed and maintained.

<b>C</b>	<b>PERSONAL DEVELOPMENT</b>
1	Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability.
2	Take on additional specific areas of work as required by your Line Manager.
3	Outward looking, understanding the importance of regularly and consistently horizon scanning the external environment to lead and develop changes to improve delivery.
4	Embrace technology to deliver excellent customer experience and deliver efficient use of resources in the team.

<b>D</b>	<b>FOLLOW CLANMIL'S POLICIES AND PROCEDURES</b>
1	Familiarise yourself with the company's policies and procedures.
2	Understand the role of Clanmil and its mission and display its core values in your actions and behaviours.
3	Generate creative and innovative ideas to challenge and contribute to Clanmil's way of working.
4	Staff are encouraged to embrace Clanmil's Equality & Diversity Policy and commit to the principles and aim of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation.
5	Comply with Clanmil's confidentiality and information and data security policies and promote awareness.

*This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. In line with our values of 'Achieving Together' and 'Leave a Positive Experience', we expect all to have a flexible attitude and support each other through carrying out any other duty, from time to time, to overcome challenges and move things forward.*

**Signed by Postholder:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signed by Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Our values guide us.**

Whilst what we do is vitally important, we think how we do it is equally important. We have all our own way of doing things. It is what makes us unique and at Clanmil we're no different. Our values are at the heartbeat of our organisation, they guide the way we behave and the decisions we make so we are doing everything we can to support our customers and their communities to thrive. We are Clanmil and we...

**Leave a positive experience**

We believe there's always an opportunity to leave a positive lasting impression if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.

**Believe in better**

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what could be, embracing change whilst never losing sight of what we believe in. We are force for good, so we're confident to stand up and be counted.

**Achieve together**

Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.

## JOB PROFILE

Criteria	E	D	Method of Assessment
<b>EXPERIENCE / KNOWLEDGE</b>			
A minimum of one years' experience of dealing with a high volume of calls in a front-line customer service role to include dealing with customer enquiries.	<b>X</b>		Interview & Application
A minimum of one years' experience working in a customer services role e.g., a call centre, retail etc.	<b>X</b>		Interview & Application
Experience of dealing with a large volume and variety of tasks and prioritising workloads	<b>X</b>		Interview
Demonstrate proficiency in the use of Microsoft Office applications such as Outlook, Word, Excel, and Power Point.	<b>X</b>		Interview & Application
Previous experience of working in an administrative role.		<b>X</b>	Interview & Application
<b>SKILLS / ABILITIES</b>			
Excellent verbal and written communication skills and ability to interact with internal and external customers in a professional manner.	<b>X</b>		Interview
Ability to handle difficult conversations and being able to diffuse/resolve this in a calm and professional manner.	<b>X</b>		Interview
Capable and comfortable to work in an environment that requires confidentiality and discretion.	<b>X</b>		Interview
Have excellent attention to detail and proven history of accurate work.	<b>X</b>		Interview
Have excellent customer care skills with the ability to be thoughtful, polite and courteous.	<b>X</b>		Interview
Be enthusiastic, pro-active and highly committed to customer service and have a genuine desire to improve our internal and external customers' experience.	<b>X</b>		Interview
A flexible and pro-active attitude to work.	<b>X</b>		Interview
Excellent team working skills with the ability to work collaboratively with colleagues within your team and across the organisation	<b>X</b>		Interview