

Customer Service Advisor

L&Q contact centre



L&Q

Table of Contents

About L&Q.....	2
L&Q's Contact Centre.....	2
Hours of work	3
Equipment and homeworking requirements.....	3
Training	3
Career pathway	4
Our Values	5
Testimonial.....	5

About L&Q

L&Q is a regulated charitable housing association and one of the UK's most successful independent social businesses. The L&Q Group houses around 250,000 people in more than 100,000 homes, primarily across London and the South East.

As a charitable organisation, our role goes beyond providing homes and housing services. We are a long-term partner in the neighbourhoods where we work. We hope to build aspiration, opportunity and confidence in our communities through our £250 million L&Q Foundation and our skills academy.

Our vision is that everyone has a quality home they can afford, and we combine our social purpose with commercial drive to create homes and neighbourhoods everyone can be proud of.

At L&Q, people are at the heart of our business and our success depends on employing the best people and getting the best from them. This is why we are committed to developing our people. It's only by investing in a well-trained and motivated workforce that we can continue to prosper and sustain business success.

We are committed to supporting your work-life balance and recognise the changing demands and circumstances in life. Please let us know during the recruitment process if you're interested in part time working or job sharing. In addition, should your circumstances change once you have joined L&Q, you can also request flexible working arrangements, e.g. a change to working hours - if it's feasible then we'll make it happen.

We are recognised externally for our commitment to inclusion. We are a Stonewall Diversity Champion, a Disability Confident (Committed) employer and have signed the Time to Change Employer Pledge to demonstrate our commitment to end mental health discrimination in the workplace.

L&Q's Contact Centre

- Our contact centre is the first point of contact for all resident calls
- We have approximately 200 CSA's and the majority work from home, however, some do prefer to go into the office.
- For those who prefer to go into the office, we have two main locations – Stratford in London or Sale Point in Manchester
- We have 17 Team Leaders
- We take an average of 3500 calls a day (summer days less and winter up to 5/6000)
- Many calls will be challenging, and the centre deals with a wide range of queries.

Hours of work

- Current shifts are between 8am- 6:15pm. The department operates between the hours of 8am-8pm but we have an out-of-hours service that covers the 6-8 shifts.
- An example of shifts would be 8am to 4pm, 9am to 5pm, 10am to 6pm.
- All shifts will be Monday to Friday
- No weekends or Bank Holidays
- Shifts are scheduled by the Resource Planning Team
- Shifts are scheduled 4 weeks in advance and are scheduled to suit business need, however, there are opportunities to swap with colleagues.

Equipment and homeworking requirements

We will supply you with a laptop, monitor, keyboard, mouse, and headset. You will be asked to collect this equipment from one of our offices a few days before the start date. Office options are; Stratford in London or Trafford in Manchester. You will need to have a quiet suitable workspace with a desk and a chair. You will also be responsible for providing reliable **broadband with a minimum 30Mbps download and 10Mbps upload**. We will ask for proof of your broadband speed and home set up if offered the role.

Working from home is a completely new way of working for most of us. Even though we are working from home, it is still important to remember that you are at work and need to be mindful of your behaviour and role expectations.

Training

We offer a fun and comprehensive 7-week mandatory training programme, which will teach our process's, polices and systems.

- It will be taught virtually via Microsoft Teams
- Training hours will be 9am to 5pm
- You will be initially taught 1 of 4 skills:
 1. **Maintenance** (Raising repair appointments, chasing repairs, and dealing with repair-based complaints)
 2. **Housing and Tenancy** (Lettings, Anti-Social behaviours, Neighbourhood and general tenancy queries)

3. **Homeowners** (Lease enquiries, subletting, home improvements and how to buy more shares/sell their property)
4. **Income** (Paying rent, balance enquiries, setting up payment plans and direct debit enquiries)

Training and Work-from-home expectations:

- We'll require you to actively participate in all sessions by having your camera on and engaging with the trainer and colleagues
- We encourage you to ask questions (Ask as many as you can/ want and need to – this will be your time to learn)
- Respect each other (We are a diverse group of individuals all with different needs and requirements so be mindful and supportive of each other throughout the journey)
- Appropriate clothing, especially when working from home.
- A quiet suitable workspace with no distractions, such as radio/tv, family members, friends, pets etc.
- Vaping/Smoking is not allowed during work time
- Punctuality is important. We recommend logging on a little earlier than your start time (5-10 minutes) to check for any IT issues
- Suitable Broadband connection. You will be asked to work from one of our offices or find a suitable alternative if your broadband drops below the required level.

Career pathway

Once you have successfully passed probation and shown competency and confidence in your initial skill, you will have demonstrated that you are ready for learning a new skill!

You will be supported on your learning journey by your Team leader, they will give you insight into your performance and give valuable and development feedback on all areas of your role.

Benefits of becoming multiskilled:

- Multiskilled agents are able to help across many channels which gives more job diversity and better job satisfaction
- Multi skilled agents can train others and be a buddy, which would support applications when applying for senior roles.
- For each skill gained, a **£500 increment** can be added to your salary once competency in that skill is shown.

Our Values

At the foundation of everything that we do are our corporate values and associated behaviours. Our organisational behavioural framework outlines the core expectations of all employees, which should be demonstrated at all times when representing L&Q. More information about L&Q's values can be found on our website and a copy of our behavioural framework can be provided on request.

These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.

People – We care about the happiness and well-being of our customers and employees

Passion – We approach everything with energy, drive, determination and enthusiasm

Inclusion – We draw strength from our differences and work collaboratively

Impact – We measure what we do by the difference we make

Responsibility – We own problems and deliver effective, lasting solutions

Testimonial

"I began working for L&Q over a year ago with very little knowledge about the social housing sector. I went through training to help develop my skillset, and after graduation, I began my role as a Customer Service Advisor.

My role is one that is entrusted with responsibilities for our residents, and the best part is the positive lasting impact made on every call or email, with every resident I speak to. I also feel very lucky to be able to work from home, which in turn allows for a great work-life balance.

Since being at L&Q, I have had the opportunity to develop my mentorship skills by coaching new Customer Service Advisors, most of whom remain in touch either for support or for a general chat.

I am proud to be part of a diverse and inclusive culture which celebrates people, ideas and achievements and this is reflected in the service we provide."

Angel Pearson – Customer Service Advisor L&Q

