L&Q Group

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| Role title | Customer Service Advisor | | | | | | | Date | | | 13/07/16 | |
| Reports to Title | Customer Service Team Leader | | | | | | | Version | | | 4 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** | |  | **Enhanced +** | |  | |
| **Responsibility for End Results** | | | | | | | | | | | | |
| Purpose: | | | | | | | | | | | | |
| To effectively handle customer enquiries received either by telephone or online and process the associated tasks whilst providing an excellent customer service experience.  To ensure all issues are resolved using processes and procedures so the enquiry is managed until completed in order to minimise any need for additional customer effort. | | | | | | | | | | | | |
| Key Responsibilities / Deliverables: | | | | | | | | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. (Maximum 200 characters per accountability) | | | | | | | | | | | ***Time***  ***(%)*** | |
| 1. Contribute to the team’s performance and customer service delivery whilst operating in line with L&Q corporate and person values. Provide excellent service to all internal and external customers that contact the customer service centre, dealing with housing management and maintenance calls and emails. | | | | | | | | | | | 20% | |
| 1. Contribute towards team objectives and key performance indicators. Having regard for customer experience and business excellence satisfaction at all times. | | | | | | | | | | | 10% | |
| 1. Work collaboratively with L&Q support services such as Technical Services, Neighbourhoods, Revenue and After Care Teams | | | | | | | | | | | 10% | |
| 1. Maintain relationships with key stakeholders and partners. E.g. Residents, leaseholders, contractors. Need to take individual circumstances into account when deciding action required. | | | | | | | | | | | 15% | |
| 1. Ensure H&S, regulatory & governance compliance for areas under the job holder’s control. Treat people with respect and dignity at all times. | | | | | | | | | | | 10% | |
| 1. Maintain the necessary relevant records and systems. E.g. Log ASB 1st response calls on system; raise accurate orders and appointments, via L&Q software to the correct contractor, | | | | | | | | | | | 15% | |
| 1. Manage risks associated with areas under the jobholder’s control. | | | | | | | | | | | 5% | |
| 1. Organisational and planning skills – able to prioritise own workload with minimal supervision | | | | | | | | | | | 15% | |
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| **Financial Responsibility:** Enter below any typical revenue, operating or capital budgets for which the role is accountable. | | | | | | | | | | |  | |
| Understand and be aware of departmental costs such as cost of repairs raised, length of telephone call, mindful of alternative contacts to customers using SMS text and electronic emails to reduce print costs. | | | | | | | | | | |  | |
| **People Responsibility:**  Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | | | | | | | | | |
| **Total** **Employees** | | | | | | | | | | | | |
| Please list below any outsourced service providers that are typically managed by the role (e.g. payroll), or any functional / project management responsibilities | | | | | | | | ***Direct Reports*** | | | ***Indirect Reports*** | |
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| **Knowledge, Skills and Abilities** | | | | | | | | | | | | | | |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. | | | | | | | | | | | | | | |
| 1. Experienced in delivering excellent customer service in a demanding environment – **Essential**. Housing and maintenance repair sector experience - **Desirable.** | | | | | | | | | | | | | | |
| 1. Excellent telephone communications and influencing skills - **Essential.** | | | | | | | | | | | | | | |
| 1. Able to work from your home environment and collaboratively as part of a team delivering in a fast paced, target driven environment – **Essential** | | | | | | | | | | | | | | |
| 1. Excellent PC skills – competent user of Microsoft suite and demonstrable experience in a work based environment - **Essential** | | | | | | | | | | | | | | |
| 1. Adaptable to fast paced change - **Desirable.** | | | | | | | | | | | | | | |
| 1. To be able to demonstrate a methodical approach to work, with sound organisational skills, within a team environment but also an ability to work on your own - **Essential** | | | | | | | | | | | | | | |

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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. |
| **People** – We care about the happiness and wellbeing 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 |