



Registered as a Scottish Charity - No. SC030751

### **Job Description**

<b>Job Title:</b>	<b>Customer Service Adviser Full time and temporary up to 31<sup>st</sup> March 2020</b>
<b>Department/Section:</b>	<b>Customer Services</b>
<b>Location:</b>	<b>SBHA Head Office</b>
<b>Salary:</b>	<b>Grade 11 £18,994 per annum, pro rata</b>
<b>Reports To:</b>	<b>Customer Service Team Leader</b>
<b>Closing Date:</b>	<b>22<sup>nd</sup> March 2019</b>

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### **Overall Purpose**

Working within the Solutions Team, the postholder will act as the first point of contact for all SBHA's tenants and customers, providing an efficient and responsive service to all enquiries received, with a focus on delivering first time contact resolution and delivering excellent customer service at all times.

The postholder will provide professional and efficient administrative and office support on the full range of workload and activities carried out by the Solutions Team including general clerical and administrative duties, reception duties, Post Office duties where appropriately trained, appointments and meeting management.

### **Principal Accountabilities**

1. To assess and resolve enquiries, requests and complaints received from tenants and customers from a variety of access channels, including email, telephone calls, face to face and letters, and taking responsibility for processing each enquiry through to a satisfactory conclusion wherever possible without reference to another source.
2. To assist and advise tenants and customers using the computerised housing system and customer relationship management system on a range of issues and services including but not limited to:

General tenancy management - provision of advice on general tenancy conditions, accurate and timely recording of notice of termination of tenancies and logging receipt of keys, informing Tenants of planned maintenance programmes, and completing administrative tasks on behalf of Officers as requested. Answering general enquiries.

Rent account queries - Balance enquiries; receiving tenant rent payments and issue receipts and record appropriately; basic benefit advice; referrals and appointment creation for income welfare and debt advice staff. Assist Neighbourhood Housing Officers by issuing arrears letters and deal with initial arrears enquiries. Set up and amend Direct Debits.

Housing list enquiries - advising tenants and applicants on void management and empty homes availability, providing basic housing options information and advice, assisting with application registration and appraisal and verification, requesting health details and reference checks, administering the housing lists and choice based lettings cycle, scheduling appointments for housing options, home visits, viewings and lettings etc. Prepare new tenancy packs and tenancy agreements.

Repairs and maintenance requests - log and record repair requests, advise on progress and respond to queries, schedule appointments and generate repairs work orders in accordance with policy and procedures. Issue and record details of Tenant Satisfaction surveys following repairs work.

Anti social behaviour - record reported incidents, advise on process and refer to Neighbourhood Housing Officers and specialist ASB Staff as appropriate and carry out and record Customer Service satisfaction feedback.

Estates service - general advice on estate inspections, create appointments and home visits

Complaints and compliments - accurate logging of complaints and compliments received, resolve at first point of contact where appropriate or escalate to appropriate staff member for action where necessary and carry out and record Customer Service satisfaction feedback.

3. To escalate enquiries to relevant Senior Customer Services Adviser or Officer accordingly where complex issues require their assistance.
4. To deal with any administration relating to Solutions Team processes.
5. To provide a comprehensive reception service to visitors and customers at office locations where required including greeting customers, appointment management, maintaining answer machine messages and ensuring public areas are kept clear and tidy with relevant information displays kept up to date.
6. To facilitate meetings by booking rooms, arranging catering, preparing and clearing rooms and taking notes/minutes of meetings as required.
7. To undertake a range of office support duties including mailroom duties, maintaining adequate stationary stocks, assisting with mail-shots, photocopying and scanning as required.

### **Leadership**

1. Always perform to the highest possible standards and behave as an ambassador for the Association
2. Connect with the Association's values and objectives contributing to these within the role
3. Be open to change and new ways of working which improve services to tenants and Service Users and/or increase Value for Money.

### **Information Systems**

1. Collate and provide accurate data which is compliant with Data Protection legislation
2. Maximise the use of ICT to provide routine reports information to assist with more complex report writing for senior management

3. Maintain relevant records of work activities as appropriate including accurate recording of contact from and to Tenants and customers on the CRM, Document Management, Housing and appropriate filing systems.

### **Team Working**

1. Be an effective team member ensuring the delivery of a professional service
2. Develop effective working relationships with all internal and external customers
3. Work with colleagues to achieve Solutions Team objectives
4. To facilitate and ensure good communication, liaison, co-operation and support in respect of the Association's Tenants and other customers, to ensure their welfare and interests are protected.

### **Performance**

1. Facilitate and promote the achievement of good performance within defined frameworks
2. Meet personal and team targets as stipulated by senior management
3. Contribute to effective communication processes within and outwith the Team
4. Contribute to the setting and delivery of performance targets within Customer Service Centre

### **Customer Service**

1. Provide professional advice and support to all SBHA's customers and deal with queries, both written, telephone and face to face
2. Be aware of SBHA's Customer Service Standards and ensure that these are met at all times
3. To contribute to the promotion of the Association in the community and to all external stakeholders
4. Maintain awareness of Tenant Participation as a commitment by SBHA to its tenants
5. To handle a range of different situations and queries, both written, telephone and face to face reacting accordingly with tact, diplomacy, and empathy to diffuse potentially tense confrontations in a positive and calm manner.

### **Connecting with our Communities**

1. Maintain strong links with the Communities SBHA serves
2. Develop an understanding of the different communities, with differing needs, and respond accordingly

### **General**

1. To promote safe behaviours and take responsibility for ensuring that the Association's policies and procedures for Health & Safety at Work are observed throughout activities of work including keeping work areas clear and tidy, issuing visitor badges and ensure all visitors and Staff sign in and out and maintain the security of the building.

2. To observe and continually promote equal opportunities and customer care in compliance with Association policy.
3. To model and promote behaviours consistent with SBHAs Staff Charter and Staff Code of Conduct
4. To commit to personal continuous professional development to maintain relevant up to date skills for personal and Association's benefit.
5. To carry out any other duties appropriate to this post, as necessary or as requested.

### **Contacts**

Internal: Executive Team, Leadership Team, Community Teams and all staff.

External: Tenants and other customers, Scottish Borders Tenant Association, Housing Associations, Local Authorities, the Scottish Housing Regulator, government bodies, Health and Safety Executive, consultants and contractors

### **Working Environment**

You will be required on occasions to work outwith and in excess of normal working hours. For SBHA grades 1 – 4, no additional payment will be made in this regard. For SBHA grades 3 and 4, compensation will be made in the form of time off in lieu.

You will be required to travel within Scottish Borders area and occasionally outwith.



**PERSON SPECIFICATION**

**Job Title:** Customer Service Adviser  
**Department/Section:** Customer Services  
**Date:** March 2019

Requirement	Value		Assessed at		
	Essential	Desirable	Application	Interview	Test
<b>1. Education &amp; Qualifications</b>					
Educated to Standard Grade level or equivalent (including English and Maths).	✓		✓		
Qualified to HNC level in Administration, Housing or other relevant discipline		✓	✓		
Prepared to undertake relevant training and qualifications as required	✓		✓	✓	
<b>2. Experience</b>					
Experience of working in a dynamic team in a fast paced customer facing office environment	✓		✓	✓	
Held an administrative or customer services role within in a Housing Association or similar organisation		✓	✓	✓	
Experience of using Housing Management or Customer Relationship Management Systems		✓	✓	✓	
<b>3. Knowledge</b>					
Knowledge of the social rented housing sector and the role of Housing Associations		✓	✓	✓	
Knowledge and understanding of best practice in administration and the ability to apply this	✓		✓	✓	
A good understanding of Data Protection and experience of handling confidential and sensitive information	✓		✓	✓	
<b>4. Skills and Abilities</b>					
Excellent people skills with a proven ability to interact effectively with customers and colleagues positively and sensitively	✓		✓	✓	✓
Demonstrated committed to achieving excellence in customer service	✓		✓	✓	✓

Good numeracy, communication and IT skills experienced in the use of Microsoft Office packages - Word, Excel, PowerPoint and Outlook	✓		✓	✓	
Sound knowledge of a range of administrative equipment, software and procedures	✓		✓	✓	
Ability to organise and prioritise workloads with moderate level of supervision	✓		✓	✓	✓
Excellent attention to detail	✓		✓	✓	✓
Proven ability to positively deal with conflict, stress and crisis situations	✓		✓	✓	
Effective and creative problem solving and decision making skills with a 'can do' attitude	✓		✓	✓	✓
<b>5. Other Requirements</b>					
Committed, flexible and adaptable approach to work requirements and welcomes change	✓		✓	✓	✓
Flexible in working hours in accordance with business needs and prepared to attend occasional evening meetings	✓		✓	✓	
Understands the need for, and is committed to continuous improvement.	✓		✓	✓	
Awareness of health and safety including lone working	✓		✓	✓	
Deals responsibly with confidential and sensitive information	✓		✓	✓	
Possession of a full driving license and access to own transport		✓	✓		