

Role Profile

Job Title	Customer Services Adviser		
Reporting into	Team Leader – Customer Services		
Directorate	Customer Experience	Working Style	Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Customer Services Adviser, you will provide a single point of contact for our customers and proactively provide a comprehensive service with the aim to maximise first time resolution.

Key Areas of Responsibility:

- Deliver a customer focused service, to a high standard of accuracy and efficiency.
- Resolve enquiries raised and keeping customers fully informed of next steps.
- Work in a proactive and flexibly way as part of the wider team supporting others and responding to a range of customer enquiries.
- Take ownership and responsibility for our customer queries.
- Use customer feedback to improve the business.
- Actively listen to our customers concerns seeking to understand and take ownership for any customer complaints working to resolve them to the customer’s satisfaction.
- Seek to resolve customer queries at first point of contact.
- Achieve set KPI’s and targets for call quality.
- Achieve set KPI’s for call handling and abandonment rates.
- Keep up to date data on our systems.
- Follow and implement all necessary Data Protection Act to ensure full compliance.
- Triage and raise all customer repair requests, internal and external customers.
- Attend and participate in all required knowledge based and developmental training.
- Report any quality risks, potential reputational risks and safeguarding concerns.
- Work collaboratively with others on the delivery of your and wider services.
- Record, monitor, evaluate and report on the effectiveness of your service and take action to achieve continuous improvement.
- Monitor and action any out of hours reports received from our out of hours provider.
- Monitor and respond to social media customer queries.
- Report business continuity issues to the business continuity team.
- Monitor and respond to email customer queries.
- Monitor and respond to colleague queries sent via email.
- Assist in training new colleagues.
- Maintain up to date knowledge with all new processes and procedures.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience in working in a customer service environment and a track record in improving customer satisfaction.
- Knowledge of Social Housing policy (D)
- Ability to deliver high levels of customer care.
- Ability to multi-task whilst remaining calm and professional.
- Demonstrates patience, empathy with customers and colleagues at all times.
- Ability to naturally build rapport with customers.
- Ability to adapt positively to change in a fast paced, pressurised and reactive environment.
- Ability to accurately input/extract data whilst communicating by telephone.
- Prioritise safety for colleagues and customers alike.
- Good level of competence in IT (Microsoft Office Suite) and record keeping skills.
- Ability to assess difficult situations and provide solutions.











Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- Customer Service qualification (or equivalent experience through work or study), willingness to work towards.

Safeguarding and Lone Working:

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.