

Impact Housing Role Profile

JOB TITLE: Customer Service Assistant

SCALE: Assistant 2 – scp 18 – 21

TEAM: Customer Service Team

LOCATION: Various - Salterbeck,
Workington and Carlisle

REPORTS TO: Customer Service Team
Manager

DATE: February 2020

Job Purpose

To provide an outstanding first point of contact and customer experience to both internal and external customers.

To deal with all enquires to Impact Housing through a variety of communication channels (telephone, social media, email, SMS and customer app).

To provide a key role as the front line service for repairs diagnosis, ordering and appointment service.

To deliver a service that is aligned to the Customer is Key guidelines and ensuring the customer experience is at the heart of every point of contact.

To adopt a dynamic, positive and proactive approach to ensure the Customer Service Team assists Impact Housing's wider objective of delivering great outcomes for our customers.

Key Valued Behaviours

The Valued Behaviours for all staff throughout Impact are attached separately.

Key Responsibilities

1. To deliver an excellent first point of contact service at all times and contribute to a culture of excellent customer experience across the Customer Service Team, dealing effectively with first points of contact through a variety of communication methods and social-media channels.
2. To be adept at professionally dealing with both inbound / outbound calls and handling multiple points of customer contact.

3. To be multi-skilled in answering customer questions and queries relating to Housing, Repairs and Income Management, within the appropriate financial limits and service standards.
4. To be skilled in dealing with day to day repairs diagnosis, questions & queries with a consideration of financial limits, customer responsibility and service standards
5. To manage complex customer contacts, enquiries and complaints with a can-do approach within service standard timescales, displaying consistency and excellent customer is key skills.
6. To develop and maintain effective working relationships with team members in services across Impact, third party contractors and partner agencies to ensure the objectives of the wider organisation are achieved.
7. To deliver effective, efficient responses and customer contact to a number of service areas including:
 - a. Assisting with a customer focused quality repairs service delivery by effectively diagnosing and ordering repairs, liaison with contractors and arranging follow on works, including contacts through Impacts Out of Hours service.
 - b. Assisting the Income Management team by handling rent account queries, taking payments and referring to the Money Matters service where appropriate, with a consideration of the 'Rent First' culture.
 - c. Assisting with Housing Management queries including advice on tenancy sustainability and Anti-Social Behaviour
 - d. Updating the relevant electronic systems with accurate data on details of contacts received, requests and repairs reported through CRM and diary notes
 - e. Assisting with the administration of the housing lettings process and offering guidance to customers on how to acquire housingand to monitor and review interactions and responses both from customers and other internal teams/colleagues to continually improve the customer experience and service provided.
8. To be able to work under pressure at a fast and efficient pace whilst remaining calm, confident, positive and professional at all times.
9. To deliver a service that reflects the principles of the Customer is Key.

General

10. To ensure internal business processes are followed in line with Impact's policies, procedures and statutory requirements.
11. To manage information and data accurately and securely, ensuring that all data protection requirements are met in accordance with Impact's policies, procedures and statutory requirements.

12. To attend and actively participate in team meetings line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
13. To take a full and positive role in training courses as and when required, which may include responder First Aid training.
14. To undertake all duties in a manner that takes care of your own health and safety and that of others who may be affected.
15. To co-operate with Impact so that Impact can fulfil its duties under health and safety legislation.
16. To be aware of all health and safety requirements that are relevant to your work and that are set out in Impact's Health and Safety policies and arrangements; in particular to co-operate with your manager by working in accordance with the relevant risk assessments and using the necessary control measures.
17. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve key requirements of Impact's organisational aims and objectives , as appropriate.
18. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
19. A high degree of flexibility will be required as the role will evolve over time, including working with other teams.
20. Any other duties as are reasonably required within the general nature of the post as agreed with the line manager.

PERSON SPECIFICATION FOR CUSTOMER SERVICE ASSISTANT

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Practical & Intellectual Skills</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills with an uncompromising approach to service excellence • Ability to communicate professionally via all of the communication channels • Able to maintain effective, professional working relationships with Impact Housing Stakeholders • Well organised with efficient organisational & time management skills • Ability to be pro-active, forward thinking and solution focussed during interactions with customers • Excellent attention to detail • Ability to use initiative and make effective decisions under pressure, and to tight timescales 	<p>Essential (1)</p> <p>Essential (2)</p> <p>Essential (3)</p> <p>Essential (4)</p> <p>Essential (5)</p> <p>Essential (6)</p> <p>Desirable (1)</p>	<p>Application Form/Interview and Interview Enhancement</p> <p>Interview/Interview Enhancement</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Interview</p>
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a fast paced and reactive environment • Experience of working in a customer focused environment putting the customer first and having commitment to service excellence • Experience of working collaboratively with colleagues and partners to achieve shared goals • Experience of delivering outcomes for customer • Experience of responding to a broad range of queries across a full spectrum of housing's services covering everything from support enquiries, tenancy enquiries and property repairs and maintenance. • Experience/knowledge of social media 	<p>Essential (7)</p> <p>Essential (8)</p> <p>Essential (9)</p> <p>Essential (10)</p> <p>Desirable (2)</p> <p>Desirable (3)</p>	<p>Application Form/Interview</p> <p>Application Form/Interview and Interview Enhancement</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Interview</p>
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • A good standard of general education • A high level of I.T. literacy, including Microsoft Word, Excel and Outlook and bespoke packages 	<p>Essential (11)</p> <p>Essential (12)</p>	<p>Application Form</p> <p>Application Form/Interview</p>

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Other</p> <ul style="list-style-type: none"> • Ability to work flexible hours, to meet the requirements of the role including evenings/ weekends if necessary • Full driving licence valid for the UK & access to a car for business purposes 	<p>Essential (13)</p> <p>Desirable (4)</p>	<p>Application Form</p> <p>Application Form</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • See separate document attached. 	<p>Essential (14)</p>	<p>Interview</p>

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Valued Behaviours

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017