**Role Profile**

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| **Job Title:** Senior Customer Services Advisor |
| **Department:** Business Services |
| **Reports to:** Business Services Manager |
| **Grade:** 5 |
| **Staff responsibility:** 9 Customer Service Advisors |

**Organisational Structure**

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| Head of Business Services |

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| Business Services Manager |

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| Senior Customer Services Advisor |

**Job Purpose**

To lead on day-to-day supervision of the contact centre ensuring the efficient operation of the contact centre and delivery against agreed service standards and performance indicators.

**Key Accountabilities**

* To organise appropriate levels of staffing in the contact centre at all times. Whilst the main focus of the role is effective supervision and management of service levels, the post holder will also be expected to carry out front-line call handling duties as and when required.
* To undertake call monitoring and coaching of all staff within the contact centre and to ensure that service levels are maintained and appropriate coaching provided where levels have not been met.
* To act as a key link with teams within Cairn Housing Association and to develop scripting for all service areas in conjunction with teams to ensure that service levels are agreed for each service area.
* Ensure the day to day delivery of a customer focussed and effective contact centre which provides an excellent first point of contact service to all Cairn customers.
* Support colleagues and process to ensure an effective complaints management function and to ensure that complaints are used by the business to improve the customer experience. Also work with colleagues to introduce new and different approaches to customer experience management to help Cairn to better design services around customer expectations.
* Work with Service Managers across the Association to ensure that service levels are agreed and scripts developed which enable the effective handling of customer enquiries in a consistent and customer focussed manner.
* Ensure that performance information is used on a daily basis to enable customer focussed services to be delivered and identify any remedial action required where performance targets are not being met.
* Manage and support the Customer Service Advisors by identifying gaps in training and knowledge and addressing accordingly via coaching and additional training through regular Working Together/1 to 1 meetings.
* Identify and resolve any issues with the CRM/59R and relay information from staff to technical support at Netcall if required.

**Person Specification**

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| **Education** |
| * Educated to HND level or other relevant professional qualification |
| **Experience** |
| * At least 3 years’ experience of delivering excellent front-line customer services or contact centre. * Experience of effectively managing relationships with colleagues and teams within an organisation, with the ability to influence and persuade. |
| **Knowledge** |
| * Demonstrate high levels of time management skills and proven ability to work well under pressure. |
| **Skills and Abilities** |
| * The ability to interact professionally and effectively with a diverse group, including executives, managers and subject matter experts. * Versatile and effective communicator. * Strong desire to embrace new and emerging technologies as a way to better understand customer experience. * Evidence of ability to work closely and effectively with a range of stakeholders at all levels on cross-functional project teams. * Good presentational and written communication skills and the ability to interact professionally and effectively with a diverse group, including the Board, executive, managers, colleagues and tenants. * Ability to communicate effectively across the whole organisation via various methods including e-mail, verbally, written reports and delivery of presentations. Also to deliver training to front-line staff and managers. |
| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Delegating (appropriately designates responsibility and refers problems or activities to others for effective action) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Innovation (is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication) |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance