

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Customer Service Advisor

**Location:** Irvine

**Team/Directorate:** Customer Services

**Responsible To:** Area Housing Manager

**Responsible For:** N/A

# 2. JOB PURPOSE

To provide high quality and customer focused service to tenants and other customers.

To provide an efficient and effective support and administration service to the Customer Services team and the wider Cairn Group.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Process and administer relevant activities to ensure that we maintain excellent customer service to meet our agreed KPI’s and SLA’s and legislative requirements.
* Perform effective data management to enable accurate reporting and monitoring.
* Provide first line advice on all housing related queries to ensure a consistent service.
* Contribute to the effective partnership working across the group to ensure collaborative working and consistency of service.
* Support Contact Centre colleagues during busy periods to ensure customers receive a consistently high level of customer service.
* Undertake administrative duties to support the team and wider organisation.

# 3.2 Key Performance Indicators

Responsible for contributing towards the monitoring, reporting and overall delivery of relevant Asset Management and Customer Services KPI’s, and local projects and initiatives.

# 3.3 Key Contacts – Internal & External

* Colleagues
* Tenants / Other Customers
* Contractors
* Suppliers
* Local Authorities
* Scottish Housing Regulator
* Scottish Government
* Legal Advisor
* Consultants
* Utility suppliers
* External agencies: such as DWP, Police and Fire Services.

# 3.4 Health & Safety

* Ensure Health & Safety guidelines and Fire Regulations are strictly adhered to.
* Comply with safe working practices as defined by Cairn Housing Group.
* Complete training as set out by Cairn Housing Group.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Determine wellbeing relating to challenging situations, etc.

# 3.5 General

* Familiarise and adhere to Cairn Housing Group policies; at all times.
* Actively get involved in progress/performance reviews throughout the year.
* Cooperate with other Cairn Housing Group departments.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.
* Support organisation in deploying resources to allow the business to function effectively.

# 3.6 Other

* Apply Cairn Housing Group values and behaviours to every aspect of the role; at all times.
* Promote and maintain the brand standards of Cairn Housing Group.

**CUSTOMER SERVICE ADVISOR**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Significant experience providing efficient administration in a fast paced environment | Relevant Administration, Customer Service or Housing Qualification |
| Experience | Previous experience of similar or related work will be essential.  Experience of providing excellent customer service telephonically and face to face in a busy environment  Experience of working to tight deadlines | Experience of working within social housing for a housing association or local authority  Experience of Civica (Abritas)  Experience of Capita Open Accounts/Housing systems |
| Knowledge | Understanding of social housing practices/procedures and related legislation, regulatory requirements, compliance and best practice.  Understanding of Welfare Benefits and their interaction within the Social Housing sector. |  |
| Skills | Organised, adaptable and able to deal with conflicting priorities and busy workload.  Collaborative working to ensure effective delivery of service.  Decisive individual who can confidently make informed decisions and recommendations  Strong negotiator and influencer both externally and internally at differently levels adapting approach as required.  Critical listening skills, can have challenging conversations.  Great communication and interpersonal skills  IT literate with good knowledge of Microsoft Office (Word, Excel, Access)  Highly developed ability to evaluate, diagnose and find solutions to solve problems.  Ability to contribute to strategic and operational projects. | Presentation skills.  Minute taking |
| Personal attributes | Compassion, humanity and fairness in approach.  Handling highly confidential information in an honest and trustworthy way.  Proactively develop and sustain relationships with tenants and other customer to inform how to support and guide them.  Ability to select appropriate communication channels to maximise engage.  To be able to adapt decisions and practices to take account of changing priorities and external influences. |  |
| Additional requirements |  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**