

Role Title	Department	Reports to	Direct Reports
Customer Contact Centre Advisor	Customer Experience	Customer Contact Services Officer	None

Role purpose

You will help Bield to deliver an outstanding experience for our customers and the business by providing a professional and responsive first point of contact service to Bield customers, operational business areas and external partners engaging over the telephone and via digital platforms. Working cross departmentally you will use your knowledge and understanding of key priorities to provide a prompt and efficient service which heightens customer satisfaction and ensures that internal and external stakeholders are kept fully informed throughout each interaction with us.

Key responsibilities and accountabilities

Repairs

- Processing and directing calls and emails appropriately, relating to repairs requests, in line with the organisation's repairs process
- Ensuring that emergency and urgent repair requests are dealt with promptly and, where appropriate, senior colleagues are informed of the incident
- Liaising with contractors to process orders for emergency and reactive repairs
- Reviewing and monitoring timescales for completion of work, and where appropriate engaging with contractors and customers to receive and provide updates
- Recording all contact and repairs within the organisations databases
- Processing invoices and recording information within the organisations databases accurately to enable prompt payment for contractors

Housing Enquiries

- Processing and directing calls and emails appropriately, relating to allocations and void information, in line with the organisation's allocations and voids process
- Assisting customers enquiring about housing options across the organisation's housing, including ensuring those identifying as statutorily homeless have their applications processed effectively
- Providing information and assistance to applicants wanting to apply for housing with the organisation
- Processing applications for housing and updating information relating to applications on the housing management system. Reviewing online applications to ensure these are appropriately placed on the system
- Undertaking the review process for applicants on the housing list. Collating responses and updating the housing management system on their return

Tenancy Management

- Processing and directing calls and emails appropriately, relating to tenancy management issues, in line with the organisation's processes
- Providing information relating to rent account queries, tenancy concerns, permissions and complaints, ensuring that these are processed effectively and the customer is updated appropriately
- Processing telephone rent payments and updating the housing management system effectively
- Ensuring tenant enquiries, and responses to those enquiries, are recorded effectively on the housing management system

General

- Providing administrative support as required for Customer Experience maintaining appropriate records in line with organisational procedures and practice, such as typing, scanning, preparation of reports
- Working across multiple organisational systems to ensure accurate recording of information and contact details
- Working in a flexible way, cross departmentally, to assist in meeting the demands of a busy housing and care organisation
- Participating in continuous improvement of processes and procedures to increase efficiency

Generic Responsibilities & Accountabilities:

- Understanding what is required of you and how your role contributes to the team and departmental priorities
- Regularly reviewing your working practices to identify improvements that simplify processes and decision making
- Providing support to your Manager as and when required
- Acting in a fair and respectful way when dealing with others
- Proactively contributing to the work of the whole team
- Working with your manager to regularly review your priorities, objectives and timescales
- Taking responsibility for delivering agreed outcomes on time and to agreed standards, using your initiative
- Taking ownership for complaints and issues, focusing on providing the right solution, keeping customers up to date with progress
- Ensuring adherence to relevant policies, procedures, regulations and legislation relating to health and safety and equality and diversity
- Ensuring you understand your responsibilities for Health and Safety at work
- Ensuring compliance with GDPR and FOI Legislation
- Any other reasonable duties assigned by your manager or another more senior manager in Bield

Knowledge and Experience	
Demonstrable evidence of working in a team, delivering a front-line customer service, preferably in housing services	Essential
Understanding of key elements of effective customer service	Essential
Knowledge of administration processes and procedures	Essential
Knowledge of utilising digital platforms for communication purposes and also accessing online services	Essential
Experience in the delivery of repairs, housing enquiries or tenancy management related activities, including operational use of software systems	Essential
Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement	Essential
Experience of utilising and updating various IT systems in a similar type of role	Essential
Demonstrable understanding of the need for confidentiality in the provision of customer services	Essential
Skills and Abilities	
Customer centred approach with the ability to engage customers through high levels of empathy and understanding and strong listening skills	Essential
Excellent verbal, written communication and interpersonal skills with the ability to adapt communication styles to suit a range of customers	Essential
Demonstrable ability to deliver service priorities and organise workload within a busy and at times pressured environment	Essential
Ability to interpret and follow policies, procedures and legislation, but applying common sense to ensure excellent outcomes for customers	Essential
Use wise judgement and decision making to resolve customer enquiries	Essential
Good data management and analytical skills	Essential
Well-developed ICT skills and knowledge of MS Office (or similar)	Essential
Competent use of Housing Management Software	Desirable
Education, Qualifications, Professional Membership or Driving	
Educated to HNC level in business administration or housing management related discipline	Desirable
Desire to learn and develop career within the social housing sector	Desirable
Committed to the aims and objectives of Bield and to the ethos of the voluntary sector.	Desirable

Bield is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the Post holder is willing to work in accordance with existing policies and Codes of Practice	Essential
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Appendix – Reception duties

In addition to the aforementioned tasks, a number of office reception-based duties are required to be carried out. These include, but are not exclusive to, the following:

- Act as the first point of contact for in person visitors, directing enquiries appropriately
- Process incoming and outgoing mail
- Maintain the office meeting diaries, supporting in person meetings and training events appropriately
- Organise office repairs, ensuring facilities and equipment are maintained and compliant
- Manage office security by issuing and monitoring door access fobs
- Provide administrative support, including handling invoices, preparing correspondence and maintaining accurate records across organisational systems
- Assist with general office tasks such as scanning, typing and report preparation