



Role Profile - Responsibilities

Job Title:	Customer Services Advisor
Grade:	Band 3/4
Responsible to:	Customer Services Manager
Management Responsibility:	N/A
Budget Responsibility:	N/A
Strategy Delivery Responsibility:	Customer Experience Strategy

Role Purpose

- To provide an excellent customer service experience across all channels including telephone, the Livin website, live chat, Livin's app, social media, email and SMS.
- To be an advocate of channel shift, pro-actively promoting the benefits of digital to customers.
- To carry out outbound campaigns aligned to Livin's business strategy.

Job Specific Responsibilities

- Demonstrate a commitment to customer care and a determination to provide a high quality service and an excellent customer experience across all channels.
- Become an ambassador of Livin's online customer portal (app), trouble-shooting and offering solutions to help tenants self-serve online.
- Develop an in depth knowledge of how the business operates and the functions of each team.
- Act as an advocate of the customer and digital services and wherever possible achieve first contact resolution and effectively communicate the diagnosis to Livin's partners.
- Be flexible to cover the Customer Service Centre's opening hours (Monday to Saturday), work with minimal supervision and prioritise workload.
- Maintain an up to date and comprehensive knowledge of the services provided by Livin to ensure that customers are supplied with relevant information in an efficient and effective manner.
- Undertake administrative tasks as and when required.

- Contribute towards continuous improvement within the Customer Service Centre.
- Work within the performance management framework and achieve individual performance targets.
- The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the post holder will be responsible for. At any time of substantial change in the operating environment, these may vary without materially affecting the nature of the role or level of responsibility
- The nature of the post may require commitment outside of normal office hours, including working on evenings and at weekends when the needs of the Department require

General Responsibilities

- Promote a culture that reflects the mission, vision and values of Livin.
- Contribute to the achievement of Livin's Business Strategy, Plan A.
- Deliver high quality customer focused services.
- Comply with the policies and procedures of Livin

Person Profile - Qualities

Competencies	
Excellence:	<ul style="list-style-type: none"> • Understand the mission and demonstrate professional conduct at all times, motivate self and others to be flexible and positive • Take ownership and go the extra mile to build strong trusting relationships and increase customer satisfaction and the best possible outcomes • Clear standards of open, honest and transparent professional behaviours which maintain high standards to internal and external customers, considering 'upward feedback' where it is appropriate
Enterprising:	<ul style="list-style-type: none"> • Accept change and contribute where able to, strive to reach full potential and deliver business success through achieving the objectives and targets set. • Make a positive difference through daily activities, is 'self-correcting' and driven to improve • Understand activities and is enthusiastic to share these concepts to put them into practice
Productive:	<ul style="list-style-type: none"> • Achieve the targets that are set on time and to budget by active involvement to maximise their contribution to business success and to feel rewarded and recognised. • Take responsibility for own personal growth, learn from experiences, is 'self-serving' and mentors others where possible as part of the day job • Develop new skills and maximise current skills to be effective • Understands that change goes through stages and sees positive outcomes
Unified:	<ul style="list-style-type: none"> • Recognising where activities fit the bigger picture and achieving the best possible outcomes with the available resources • Communications are effective, inclusive and adapted for different audiences • Staff encourage and demonstrate a positive attitude which supports the strategic vision

	<ul style="list-style-type: none"> Sharing ideas, views and opinions in a professional, positive and straight forward way to achieve the best possible outcomes
Skills	
<ul style="list-style-type: none"> Ability to communicate to a high level, in both written and verbal format. Ability to provide an exceptional customer service. Ability to handle customer complaints and deal with people who are angry/emotional in a calm, professional and helpful manner. Digital skills which support individuals and customers to channel shift from traditional methods Answer a full range of customer enquiries, including repairs diagnosis, property allocation and rent queries providing an exceptional customer service. Be able to build effective working relationships with other teams and Livin's repairs and maintenance partners. Maintain confidentiality at all times and adhere to the requirements of the General Data Protection Regulations. 	
Knowledge	
<ul style="list-style-type: none"> Knowledge of customer services principles and practices. An understanding of the main services provided by Livin. An understanding of the relevant Livin policies and procedures. Knowledge of Housing Management systems 	
Experience	
<ul style="list-style-type: none"> Experience of providing customer service either over the phone, face-to-face or digitally. Experience of working in a call centre environment. Knowledge of digital transformation and multi-channel customer services 	
Qualifications	
<ul style="list-style-type: none"> 4 GCSE's grade A – C or NVQ Level 3 (Bottom of grade) Level 3/4 qualification in housing or relevant subject (top of grade) 	

