



JOB DESCRIPTION

BASIC DETAILS

JOB TITLE:	Customer Service Advisor - Barnsbury
LOCATION:	Barnsbury Estate but may be required to occasionally work at Newlon House, N17
SALARY:	£28,214 per annum plus eligibility to earn up to 5% bonus
REPORTING TO:	Customer Service Team Leader - Barnsbury
RESPONSIBLE FOR:	None

MAIN OBJECTIVES

The Customer Service Advisor Barnsbury will provide a high quality response to internal and external customers, principally at the Barnsbury Estate, covering any enquiry relating to housing management and maintenance/repair matters via any medium the customer chooses to use. The post holder will co-operate and collaborate with other Newlon Teams delivering services at Barnsbury

The Barnsbury Estate has a significant profile at Newlon, as it is a major regeneration project in London. This transformation provides new homes and green spaces for existing and new residents and substantial refurbishment to existing blocks in the north of the estate. During and after this programme, residents will still need outstanding and supportive day-to-day services.

Newlon Gold is our standard of customer service, based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers if they encounter service failure. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

SPECIFIC TASKS AND RESPONSIBILITIES

	<u>Key Tasks and Responsibilities</u>	<u>Performance Standard</u>
1.	<p>To handle all customer enquiries to the Barnsbury Office and assist the Service Centre as directed.</p> <p>Ensure the Barnsbury office is covered during publicised opening times.</p> <p>Ensure all services to the Lascar Wharf and Barnsbury community centres are delivered in accordance with the service offer.</p>	<ul style="list-style-type: none"> • Handle in person, phone and email service requests comprehensively and with empathy. • Enquiries handled in accordance with policy for rent arrears, housing enquiries and maintenance/repair enquiries and any other enquiry as deemed appropriate by Newlon. • Comply with all communicated policies, procedures, codes of practice, manuals and initiatives. • Performance indicators being met. • Accurate use of workflows • Community Centre Lettings target exceeded. • Invoices and payments accurately compliant with Newlon protocols. • Centres kept supplied in sundries and purchased as directed. • High level of satisfaction from centre users. • Contracts with the nurseries in both community centres managed, to help make these flourishing businesses. • A high standard of cleanliness and repair maintained in the Community Centre. • Community Centre remains compliant with Newlon Health and Safety guidance and procedure.
2.	<p>To carry out computerised and manual administration.</p>	<ul style="list-style-type: none"> • All customer based systems maintained promptly. • High degree of accuracy regarding the updating of information. • Information relating to tenants, clients and other customers maintained confidentially. • Prompt and consistent response to resident enquiries in line with Newlon's policies and procedures • Accurate use of Dynamics/Housing Management system

<u>Key Tasks and Responsibilities</u>		<u>Performance Standard</u>
3.	To provide effective customer services which meet our quality standards.	<ul style="list-style-type: none"> • Trained and competent to deal with a wide range of calls and enquiries. • Prompt, appropriate action taken to resolve complaints • To deliver services in line with Newlon Gold principles
4.	To take personal responsibility for financial aspects of own areas of work.	<ul style="list-style-type: none"> • Own areas of work carried out with due respect to known budgetary levels. • Liaison with customers and contractors carried out with due regard for Newlon policies and procedures
5.	To contribute to the effective running of the Barnsbury Estate.	<ul style="list-style-type: none"> • Implement and comply with all Newlon policies and procedure including diversity, customer service standards and health and safety. • Participate effectively in meetings. • Provide assistance to the Service Centre and Barnsbury service teams as requested. • Constantly strive to improve own performance and service provided by the Barnsbury Customer Service Team • Works orders raised in accordance with policy and procedure • Repairs queries logged and dealt with at 1st point of contact using CRM • Where necessary carry out visits of the estate to ensure estate management standards are maintained.
6.	To contribute to maintaining an effective workplace	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times

<u>Key Tasks and Responsibilities</u>		<u>Performance Standard</u>
7.	Health & Safety Facilities	<ul style="list-style-type: none"> • Adhere to Newlon's Health & Safety policy and procedure • Carry out all obligations relevant to your role under the procedure • Any facilities and health and safety matters within the local Barnsbury office are reported to the Newlon Facilities team promptly and are documented

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.