

## **JOB DESCRIPTION**

**JOB TITLE:** Service Centre Advisor

**LOCATION:** Newlon House, Hale Village

**SALARY:** £28,872 per annum plus eligibility to performance related bonus

**REPORTING TO:** Service Centre Team Leader

## A MAIN OBJECTIVES

As part of the Service Centre team, to primarily deal with calls and emails by responding and resolving a wide range of housing and repair related customer service requests using systems and information provided.

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. Staff will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

Newlon Gold\* is our programme of service change and improvement 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.

## B SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1.	To provide a comprehensive service resolving customer enquiries at the first point of contact, predominantly via calls, however all channels of customer communication are also managed through the Service Centre	<ul style="list-style-type: none"><li>• Enquiries handled in accordance with scripts for rent arrears, housing enquiries and maintenance/repair enquiries</li><li>• All enquiries handled according to policy and procedure and in line with Newlon Gold* principles</li><li>• Enquiries accurately logged and outcomes recorded</li><li>• Actions followed up and monitored to a satisfactory conclusion</li><li>• Filing and document storage carried out in a timely way in line with agreed protocols</li><li>• Performance indicators consistently met including response times and call quality</li><li>• Information kept accurate and confidential in line with Data Protection and business requirements</li><li>• E-mails and any enquiry via a range of channels dealt with in a timely way and service standards met</li></ul>

		<ul style="list-style-type: none"> <li>• Communication, written and verbal, is of a high standard</li> <li>• Customer satisfaction monitored and steps taken to improve it</li> </ul>
2.	As part of the service to assist in the delivery of the contact strategy	<ul style="list-style-type: none"> <li>• Regular contact with residents maintained according to plan</li> <li>• Needs of individual residents accurately and objectively identified</li> <li>• Support or referral provided as required</li> <li>• Effective liaison across internal teams, departments and external agencies</li> </ul>
3.	To demonstrate the Newlon Gold* values of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> <li>• Always responding to service requests</li> <li>• Being clear to customers and others about what we do</li> <li>• Checking we got our work right</li> <li>• Consistency, reliability and speed in service delivery</li> <li>• Standards for service met</li> </ul>
4.	To support the effective working of the Housing Services Department	<ul style="list-style-type: none"> <li>• All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment</li> <li>• We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services</li> <li>• The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities, sign-ups, response to emergencies, response to mail-outs and phone answering.</li> <li>• As part of our approach to hybrid working you may work a number of days at home or in Newlons main office, this will be decided on business needs.</li> </ul>
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.		

**\*Newlon GOLD** – We will always deal with your enquiry, we will be there and available to help and we will check we got it right