

Contact Centre Advisor (Pitsea)

Department: Contact Centre
Reports to: Team Leader
Grade: 5SE
Permanent, Full Time



The Role:

As a Contact Centre Advisor you'll be the first point of contact for all Residents contacting the Contact Centre regarding repairs and property maintenance, providing appropriate advice and information (either by telephone; email; web chat or in writing) and dealing with household related enquiries to maximise right first time resolution.

Some of the key results for the role include:

- Meet agreed individual performance targets and contribute positively to the achievement of team targets and the success of the Contact Centre and the service generally, providing cover and support for other team members as necessary or directed.
- Deal with routine enquiries from leaseholders regarding maintenance.
- Support the Neighbourhood Management team in providing an excellent housing and estate management service across a range of digital channels, ensuring that all Residents – leaseholders, tenants, freeholders – receive an effective, professional and value for money service and ensure we address issues/problems and delivers appropriate services in a timely and cost effective manner.
- Always strives for 1st contact resolution by being pro-active and thoroughly investigating the Residents reason for contacting and completing their request in full.
- Ensure Residents have access to the right services, there is correct service outcome and that Resident queries/complaints are resolved regardless of where service failure lies within the organisation.

Working Requirements:

Hours: Between Mon to Fri 08.00 to 18.00

You'll need to be available to work rotating shifts that can fall anytime between this pattern.

This role will require hybrid working between our office at Pitsea and your home.

Please note that a competency sign off is required to enable home working and you will need to ensure you have a suitable home working set-up.

As part of induction you will under go a full comprehensive training programme. This programme is designed to ensure you have all the tools and knowledge required to fulfil your role to the best of your ability.

Full support will be provided throughout by our Contact Centre Training Team, along with support from a dedicated Team Leader whom will be assigned to you.

As part of the training you will undergo formal assessments, periodically, throughout your training; this will allow us to understand your understanding of what has been taught and where your development needs are. Due to the complexities and high demands of the Contact Centre Advisor role there is an expectation that all assessments will require a pass before training is completed. If you are unsuccessful when completing the assessments this could lead to an early end to your settling period with Peabody.

NB: Please note successful applicants will be required to undertake a 3 week training programme which will take place at our office in Pitsea. You will be required to attend this on a full-time basis; Monday to Friday from approx. 9.00am to 4.30pm.

Version Date:

Signed off by: