

Job title: Customer Contact Advisor

Line manager: Business Support Manager

Grade (if applicable): 5 Administrative

Direct reports: NA



Role purpose:

To promote and provide a highly professional image, customer focused, front of house service to all residents and visitors of Peabody by working in partnership with internal and external stakeholders ensuring all specified standards are met, including an efficient, proactive, 'one stop' comprehensive facility with the aim of resolving issues at first point of contact. In addition, providing administrative service and support to other areas of the business.

Be able to work collaboratively with all parts of the business and demonstrate a strong commitment of the principles of equality, diversity and inclusion.

Key result areas:

1. To ensure a welcoming and efficient front of house service to all visitors to Joyce Dawson Way , acting as the first point of contact for all visitors to the Association. Respond and resolve each customer enquiry or issue appropriately using a solution based approach. Signpost to other teams or agencies where appropriate.
2. To work collaboratively with other departments, understanding and making the most of relationships to resolve customer queries.
3. To record and disseminate customer information relating to decisions and actions taken using Contact Management System. Ensure all manual and computerised records are effectively and accurately maintained.
4. To receive, open, sort, scan, quality check , index, log and acknowledge incoming correspondence received using IT systems where appropriate ensuring the confidentiality and security adhering to agreed service level agreements. Frank all outgoing post including special and recorded delivery as appropriate Ensure post is ready for daily collection.
5. To positively comply with Peabody's policies; procedures and systems ensuring compliance with the needs of legal, regulatory and statutory bodies best practice principals.
6. To establish, develop and maintain effective working relationships with all work colleagues to ensure an integrated contribution to the delivery of the team's performance standards and Peabody's objectives.
7. Provide administrative support to other areas of the business, where appropriate.
8. Ensuring the office functions such as post and stationery are maintained.
9. Lead on the reporting of facilities issues to the corporate facilities team.
10. Contractor keys – logging and tracking all Peabody All Access keys for contractors to carry out essential works and maintenance. Checking RAMS are received and accurate and stored appropriately.
11. Rent – dealing with enquiries, printing rent statements, taking payments via Callpay and setting up Direct Debits (working out amounts due) via Allpay. Set up payment arrangements for rent arrears.
12. Door Entry Fobs – programming fobs, activating and deactivating and taking payment where appropriate. Liaison with KMS in event of fob/block issues to resolve problems. Check fob usage when required.
13. Welfare Benefits – support to colleagues with admin, where appropriate.

Version Date:

Signed off by:

14. Repairs – logging new repairs, follow up outstanding repairs on behalf of residents. Raising Work Orders for residents visiting reception for Purdy and T Brown.
15. Domestic Violence referrals.
16. Referrals to Tenant and Family Support team.
17. Complainants – sign posting to call centre to log complains.
18. Assisting vulnerable residents.
19. Mutual Exchange enquires, advising residents to phone call centre to start Mutual Exchange process once a suitable exchange has been found by resident.
20. Lettings – sign ups and collection of keys and documents.
21. Garage lettings – identify void, issuing keys, advising on viewings and sign ups, complete and collect documentation. Setting up garages on system.
22. Answering and assisting with general housing enquiries, referrals and advice including Regeneration.
23. Other enquiries including commercial units and community halls.
24. Room Bookings – booking meeting rooms on behalf of colleagues.
25. Support to Re-Connect – referring possible clients
26. Ensuring Reception is kept tidy and welcoming and assisting with “Daily Quotes” board

Health and Safety Statement

To follow Peabody’s Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties.

Key performance indicators:

Customer satisfaction with the way they are greeted and dealt with on reception, surveys completed.

Feedback from other teams on successful relationships.

About you

You will be:

Able to remain calm under pressure, work well as part of a team. Build successful relationships with, customers, internal. External and stakeholders.

You will have:

Essential:

- GCSE level education in maths and English or pass an externally validated aptitude test
- Proven Customer Service experience either face to face or on the telephone.
- Experience of using a wide range of relevant software packages.

Desirable:

Version Date:		Signed off by:	
----------------------	--	-----------------------	--

- Knowledge and understanding of social housing.

Version Date:

Signed off by: