



Role profile

Role title	Customer Experience Advisor	Directorate	Homes & Communities
Grade	<i>To be completed by HR</i>	Department	Response

Accountable to	Customer Experience Team Manager
Accountable for:	Financial: None People: None

Job purpose:

As part of a high performing team, provide an efficient, professional, friendly and responsive multi-channel service to a range of internal and external customers.

Our contact centres are first point of contact for most Optivo customers and excellent performance in this area is critical to our reputation.

Principal accountabilities: *List the major activities, or functions necessary to achieve the job's required outcomes. Each statement is timeless and relates specifically to the role. As a guide there should be 12 major areas of responsibilities.*

1	Act as the first point of contact for customers and colleagues, successfully handling a wide range of queries (including accurately diagnosing, scheduling and logging repairs) right first time only escalating to specialist teams and contractors when required. Also dealing with chase up repairs via Dlo and contractors. Also chase calls for appointments and callbacks from various contractors/departments.
2	Offer a speedy, consistent and professional customer experience across a range of channels (voice calls, live chats, emails, customer portal, mobile app, CRM, telephony systems, repairs systems, knowledge base, Orchard & Outlook).
3	Provide a caring, empathetic, friendly and solution-focused service to all customers and colleagues, recognising diversity and individual needs and preferences.
4	Quickly and accurately record and update all customer contacts and requests for services, repairs, bookings and appointments using all relevant in-house systems.
5	Think independently and creatively, focusing on delivering a good outcome to each contact and a positive customer experience.
6	Contribute in achieving contact centre targets for grade of service, abandoned calls, right first time, customer portal/app sign ups and overall customer satisfaction, following agreed policies and procedures.
7	Meet all individual performance objectives and targets and support colleagues in achieving their objectives and targets.
8	Deal calmly and objectively with difficult, irate or abusive customers, focusing on resolving the issue.
9	Support Income Team colleagues with rent enquiries, offering simple benefits advice, signposting, accepting payments and setting up payment agreements.
10	Promote and encourage customers to verify and self-serve on our customer portal

	and mobile app.
11	Actively participate in team meetings, annual appraisals, 1:1s, contact monitoring (including calls, live chats, emails) corporate and team training and individual coaching sessions.
12	Embrace and promote Optivo culture, C.O.R.E. values and behaviours, helping create an environment which is supportive and a place where it's enjoyable to work.

Relationships: *Indicate key internal and external networks and relationships the job holder will need to establish, maintain or develop:*

- Customers
- All Optivo colleagues
- Technology
- Stakeholders
- Local Authorities
- Contractors

Person specification:

Knowledge, skills and abilities: *Describe the technical and other knowledge, experience, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications (specify essential and desirable criteria).*

1	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Organised and with good attention to detail • GCSE in Maths and English grade C or above • Excellent PC skills in MS outlook, Word, Excel, Internet, Intranet, CRM, Telephony Systems
2	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Communication skills, including actively listening, absorbing information, conveying information in plain English, oral and written • Able to work quickly and efficiently navigate and manage a range of systems, software, databases and applications
3	<p><u>Abilities</u></p> <ul style="list-style-type: none"> • Committed to providing a positive customer experience • A positive 'can-do' attitude • Personal resilience and able to deal with challenging customers • Self-motivated, enthusiastic and team player • Flexible and able to work shift patterns which reflect demands of service • Can remain calm under pressure

Behavioural competencies:

Honest – Being honest is the commitment to putting our customers & residents first. It's to consistently demonstrate the ability to deliver a high quality of service & to have the alignment of our organisation's plans & strategies focused on serving our customers' needs whether internal or external.

Efficient – To work together cohesively, towards a common goal, creating a positive working atmosphere, & supporting each other to combine individual strengths to enhance our overall organisational performance.

Accountability – We own our actions. We all take responsibility for delivering excellence

Respectful – To recognise and value difference in the broadest sense. It's about creating a working culture & practices that recognise, respect, value & harness diversity for the benefit of the organisation & all individuals.

Trustworthy – To deliver high quality services which offer best value within the agreed timeframe irrespective of obstacles. Being creative & practical in developing new ways of working.

Further relevant information

Travel between sites will be a requirement for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Date: 16/11/2017