

Customer Advisor

Grade:	Grade 5
Section:	Customer Experience
Reports to:	Customer Contact Team Leader

About the job

- Provide an appropriate response to a range of housing and other Vico Homes enquiries with an emphasis on resolving problems through a single contact with a minimal number of referrals to other parts of the organisation.
- Deliver high quality customer focused services for all service users at first point of contact.
- Answering enquiries and resolving problems received across all channels, for example at our hubs, telephone or via electronic platforms.

You'll be trusted to

- Provide administrative support to all employees to assist customers and other agencies in accordance with the organisation's policies and procedures.
- Deal with customer enquiries received via all access channels including telephone, service access points and electronic platforms at a range of locations determined by the service.
- Deliver customer services in line with policies and procedures adopted by the organisation at the first point of contact and progressing enquiries to a conclusion wherever possible.
- Establish the nature of the customers' enquiry and take appropriate action, which may include liaison with other employees and offering advice and reassurance where appropriate.
- Co-ordinate a detailed response to customers where it is necessary to refer enquiries to other officers of Vico Homes or where an enquiry requires a response from a number of officers or services.
- Retaining control of the initial enquiry and taking or arranging any follow up action to ensure that the problem is resolved and that the customer is fully informed of the outcome of their enquiry.
- Deal with a diverse range of enquiries from a wide range of customers and others.
- Assess repair requests received via the telephone, face to face contact and other electronic means and identify appropriate remedial actions including placing repair orders.
- Accept and process electronic payments for rents, and other Vico Homes services.
- Undertake debt recovery work as directed and initiate contact with customers to discuss tenants obligations in to pay rent on time, negotiate payment of outstanding current and former tenants arrears and make arrangements for the future conduct of rent accounts.
- Assess initial enquiries in respect of anti-social behaviour and estate issues and provide appropriate advice and referral to other specialised services where required.
- Assess initial enquiries in respect of allocations and provide appropriate advice and referral to other specialised services where required.

- Carry out other outbound calling and outreach work as dictated by the needs of the service at the time. this will involve initiating contact with customers on a range of housing issues.
- Co-ordinate the out of hours services in relation to emergency house repairs and responses to incidences of neighbour nuisance and anti-social behaviour.
- Liaise with a range of other Vico Homes colleagues, police or other appropriate agencies to ensure a timely and effective response in accordance with existing service standards.
- Deal appropriately with complaints relating to the service in accordance with the complaints procedure and assist in the investigation of complaints and the development of an appropriate response.
- Give advice and assistance to customers, 24 hours a day, on Vico Homes and other services available to meet the customers' needs and how these may be accessed. provide verbal and written information and / or arrange contact by specialist employees where necessary.
- Assist with clerical / typing and other administrative duties for Customer Experience as required by the needs of the service.
- Promote the service at all times in a manner consistent with the customer charter, and other service standards.
- Assist in the delivery of a comprehensive customer focused service for all service users.
- In the absence of a supervisor or other responsible officer, to set alarms and secure the hub.
- Undertake any other duties as directed by a line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with

Internal: All Vico Homes colleagues

External: All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal skill characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
An ability to organise work to meet deadlines and work with the minimum of supervision	✓		AF/I
Good interpersonal skills, especially listening, negotiating and influencing	✓		AF/I
Experience of dealing with members of the public and resolving problems	✓		AF/I
Able to deliver a high standard of customer service and understand the concept of Customer Care	✓		AF/I
Effective written and verbal communication skills	✓		AF/I
An ability to make common sense decisions in accordance with departmental guidelines	✓		AF/I
An ability to communicate effectively by phone.	✓		AF/I
An ability to interpret, classify and sort information	✓		AF/I
Experience of using ICT programmes and keyboard skills	✓		AF/I
Experience of delivering customer focused services	✓		AF/I
Flexibility and adaptability to circumstances, for example rota/location changes	✓		AF/I
An ability to work as a member of a team	✓		AF/I
The post holder will be required to work as defined in their contract, which may include outside normal 'office hours' and include weekends and / or nights.	✓		I
A willingness to undertake any necessary training	✓		I
A knowledge of a range of housing issues and policies and procedures		✓	AF/I
Experience of working with a range of agencies to deliver services to the public		✓	AF/I
A full, valid UK driving licence and daily access to a vehicle to travel throughout the district and to other locations as required by the business		✓	AF/CQ

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification