

ENGLISH RURAL HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title:	Senior Customer Services Advisor
Area of operation:	Resident Services
Salary:	£38,022pa
Hours:	37.5 per week
Responsible to:	Customer Services Manager
Pension entitlement:	Company Stakeholder Scheme
Annual leave entitlement:	30 days per annum
Place of work:	Based at English Rural's Surrey office in Lower Eashing

Purpose

Work closely and collaboratively with colleagues under the leadership of the Customer Services Manager to:

- Support and guide the customer service advisors to ensure service levels are maintained to an excellent standard
- Play a major role in ensuring a high level of services are provided to all English Rural residents
- Work as part of a team to deliver a smooth and effective day-to-day operational service for residents and colleagues

Key performance areas:

- Being a present, personable and reliable first point of contact for English Rural customers, including communication over the phone, via email and in writing- dealing with a wide range of queries including (but not limited to) repairs and property, rent account, sales and lettings, tenancy and estate management queries
- Responsible for overseeing the daily tasks for the customer services advisors, ensuring that tasks are prioritised appropriately, the weekly rota is maintained and where necessary work is evenly distributed between the team
- Act as the first escalation point and provide support to advisors in finding resolutions to repair service failures, complex cases and escalations, working with residents to improve services based on feedback and concerns whilst managing customer expectations
- Provide sound and considered advice and guidance in decision making processes for the customer services team, ensuring that relevant policies and procedures are followed and advice given is correct and consistent
- Assist with managing the shared inboxes to ensure timely responses to all email and portal enquires, prioritising urgent matters, supporting workflow management and providing reassurance during service disruption or change
- Provide support to advisors in response to customer feedback, ensuring that feedback is handled appropriately, acted upon in a timely manner and both positive and negative feedback is logged accurately and used to improve process and services
- Proactively support service improvement by identifying process or guidance gaps, training requirements, and recommending improvements to systems and workflows
- Support the finance team to manage the scheduling and approval of invoices across the team ensuring completion within a required time

- Work closely with contractors to monitor performance and repair progress, to ensure outstanding works are completed within target and that customers are kept apprised of progress until satisfactory completion
- Responsible for ensuring weekly repair reports are sent to contractors and information is logged upon return, leading to repairs being kept within target and improving communication between contractors, ERHA and residents
- Ensure the void tracker is kept up to date for all void properties in relation to repairs and utilities, confirming that the sales and lettings, surveying and housing management teams are kept updated on progress
- Liaise with contractors to manage more complex cases and build strong working relationships with key contacts
- Daily use of various IT systems and software, including excel and housing management software; also collating and reporting on data to better understand and improve services
- Responsible for ensuring all relevant information and files stored are up to date, saving files appropriately, to enable easy access and share information with the wider business as needed and on request
- Advise and support field-based roles in a collaborative way that enhances the quality of service offered to residents, and compliments a way of working for all teams
- Ensure that all post is sent in a timely manner, and incoming post is recorded and distributed as appropriate
- Carry out any other work as required to support and improve the delivery of quality resident services
- Attend all regular service meetings to report on activity and positively engage with business improvement;

Working with Customer Services Manager

- Advise, support and assist the Customer Service Manager
- Support the review and investigation of complaints, including preparing detailed timelines of events and collating relevant evidence

Health and Safety and Equalities

- Participate in the implementation of the English Rural's policies and procedures governing health and safety at work, equalities, safeguarding and disabilities and all associated regulatory requirements.

General

- Carry out such other duties as may be agreed from time to time with the Customer Services Manager;
- Ensure data is processed and stored in accordance with the English Rural's procedures and comply with GDPR;
- Contribute to English Rural's general evolution and to policy development.