

ENGLISH RURAL HOUSING ASSOCIATION

PERSON SPECIFICATION: SENIOR CUSTOMER SERVICES ADVISOR

PRINCIPAL APPOINTMENT CRITERIA

The demonstration of:

- Successfully supervising/leading a small team in a customer service environment whilst providing a high level of customer service
- Leading by example and demonstrating best practise on all occasions, setting high standards and implementing them
- Ability to manage own workload and allocate work making considered decisions in prioritising tasks and ensuring fairness
- Work effectively in a fast paced environment, and adapt to changing business needs
- Being a confident and reliable leader with strong managerial, interpersonal, organisational and decision making skills
- Guiding a small team in the execution of assigned tasks and ensuring that their services are of maximum satisfaction to customers
- Ability to mentor and coach team members to aid development and skills
- Providing accurate direction and support to team members to facilitate successful completion of targets and performance goals
- Excellent conflict resolution skills, ability to stay calm, professional and work well under pressure
- The desire to continually improve services, look for opportunities of change and make recommendations for service improvements
- Being a clear communicator, quality written and verbal communication and the ability to present instructions in a clear and concise manner
- Utilise negotiation skills to achieve results and reach an understanding to streamline the decision-making process
- operational knowledge of housing welfare and management;
- operational knowledge of reactive repairs and maintenance;
- experience in undertaking administration duties and confident in using technology and software packages including excel and housing management systems;
- flexible approach to tasks, responsibilities, hours and location of work;
- build and maintain strong working relationships, and work; collaboratively and supportively within a small team;
- commitment to working in a way that is consistent with English Rural's agreed values and always bringing a positive attitude to work;
- experience in handling personal data and an understanding of data security and GDPR matters;
- experience in dealing with matters of a sensitive nature and an understanding of how safeguarding applies in a housing association environment;

ADDITIONAL DESIRABLE CRITERIA

- an understanding and experience of working with rural communities;
- an understanding of and support for equalities and access legislation, policies and practice;
- knowledge of rural housing provision;
- experience of encouraging resident involvement activities;