



JOB DESCRIPTION

JOB TITLE: Customer Experience Advisor

DEPARTMENT: Customer Experience & Commercial

RESPONSIBLE TO: Customer Experience Supervisor

RESPONSIBLE FOR: The delivery of first-class customer care services to the Company's tenants.

PURPOSE OF THE JOB:

Be a first point of contact for all customers, providing a first-time resolution approach to answering all customer enquiries wherever possible

To provide efficient and effective services to customers, both externally and internally, while always operating within Ocean's approved policies, budgets, standing orders, financial regulations, delegated authorities and established procedures.

Housing advice services over the telephone, via email; online, via social media and in person

Processing incoming payments

Additional cover for reception services at the Company's head office

Administrative support to the Company's headquarters staff

Additional cover for Post Services

Support Contact Centre Experience Manager and Facilities & Customer Experience Advisor in providing Facilities Management Services for Stennack House

SPECIFIC RESPONSIBILITIES:

- 1 Answer all incoming communication to the business as priority – methods include:
 - Telephone
 - Web chat
 - Email
 - Online
 - In Person where required
- 2 To provide a fully computerised housing advice service to include:
 - Repairs logging
 - Repairs appointments
 - Repairs ordering
 - Compliance appointments
 - ASB reporting
 - Damp, Mould and Condensation reporting
 - New Applicant advice
- 3 To provide support for office administration services at the Company's headquarters.
- 4 Support the Income Team by taking Rent payments when possible.
- 5 To assist the Customer Experience Manager in providing facilities management services for Stennack House, including repairs & maintenance, stationery and kitchen supplies.
- 6 To carry out telephone based outbound call campaigns where required, to efficiently update computer records and data during communications with customers.
- 7 Support Neighbourhood Services by input of First Response enquiries into QL, whilst correctly managing expectations of the next steps for enquiries passed through to the department.
- 8 Accurate and timely inputting of data into management database, ensuring compliance with data protection and equality & diversity policies and procedures.
- 9 Acknowledge and identify dissatisfaction following the Complaints process, working with the Customer Experience Supervisor to resolve issues at the first point of contact where possible.

PERFORMANCE/PROGRAMME DELIVERY

- 1 None.

OPERATIONAL MANAGEMENT

- 1 None

PEOPLE MANAGEMENT

- 1 None

PERFORMANCE MANAGEMENT

- 1 None

FINANCIAL RESPONSIBILITY, GOVERNANCE & COMPLIANCE

- 1 No budget/financial responsibility
- 2 To follow Ocean Housings systems and methods to ensure that all areas of Ocean Housing comply with relevant Legislation to ensure the effective management of Oceans Health and Safety Policies as specified by the Health and Safety at Work Act 1974, and other related Acts.
- 3 Comply with all the Groups' policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing order
- 4 Ensure health and safety and equality, diversity and inclusion in relation to staff, customers, tenants and service provision is always a strategic and operational priority, and that best practice is observed and monitored robustly.
- 5 Comply with all the Groups' policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing order.

GENERAL

- 1 Undertake other duties and responsibilities as may reasonably be required from time to time by the management team.
- 2 Actively seek out, consider and promote new, value for money and innovative ways of service delivery, to bring about efficiency, whilst promoting the positive benefits of change to improve customer service.
- 3 Be an ambassador of the business and always promote the Company in a positive manner.

- 4 Embed and promote a culture of equality, diversity and inclusion in relation to staff, customers, tenants and service provision.
- 5 Commit to personal continuous professional development to maintain relevant up to date qualifications, CPD, skills, experience and best practice awareness for Ocean's and post holder's personal benefit.
- 6 Maybe required outside of normal working hours and maybe required to travel within and out of Cornwall.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

I accept that this job description is a fair description of the job I have applied for.

Signed

Date