

JOB **PROFILE**

JOB TITLE: Customer Service Advisor
REPORTING TO: Customer Service Team Leader

JOB OVERVIEW

We are a 24 hour/ all year round contact centre dealing with customers and clients across the country.

You will deal with all incoming and follow up contact from Customers who have an enquiry or a service request promoting a customer first culture whilst ensuring that service levels and standards are maintained.

ABOUT THE ROLE



**PEOPLE
FOCUSED**



**ALWAYS
ACCOUNTABLE**



**SIMPLY
INNOVATIVE**



**HELPFULLY
SMART**

Our business starts with you, and the work you do has never been more important. By living our principles we're able to deliver better outcomes every day.

PEOPLE FOCUSED

We're people focused which means you'll:

- Talk to clients and customers to arrange and carry out the work and put their needs first
- Work closely with colleagues in your team and build relationships with the wider Liberty team

ALWAYS ACCOUNTABLE

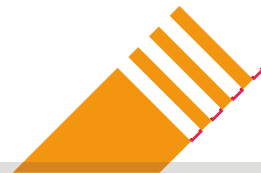
You are trustworthy and can be relied upon to:

- Ensure that all KPI/SLA targets are actively worked towards and achieved in a positive manner

SIMPLY INNOVATIVE

We're driven by intelligent thinking. To make sure we're ready for the future you'll:

- Promote equality in the workplace and help to deliver services which are accessible and appropriate to the differing needs of the customers.
- Act as a role model, providing guidance and support to colleagues as required
- Contribute constructively to the improvement and development of the service



HELPFULLY SMART

You'll play an important part in meeting – and exceeding customer expectations and providing straight forward solutions to make places safe, smart and better for all including:

- Liaising with customers directly through a variety of channels including email, phone, webchat, and ensuring excellent service delivery whilst maintaining service levels and standards
- Responsibility for resolving each enquiry to a satisfactory outcome as efficiently and effectively as possible.
- Inputting, collating and recording customer information accurately using a variety of IT systems
- Communicating clearly and effectively with customers, colleagues and other departments
- Ensure full up to date working knowledge of services, developments and all systems used and share knowledge with colleagues
- Work effectively as part of a team by covering, working flexibly and participating in team based activities
- Regularly reviewing and maintaining up to date knowledge of legislation, procedures and policies
- Undertaking any other duties as directed by the Team Leader or Service Manager

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet business and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We are an inclusive and diverse business. We expect everybody to work in a way which promotes fairness, respect, equality, diversity, inclusion, and engagement
- To help us achieve our vision of improved lives we all live by four main values: passion, openness, respect and trust. You'll need to familiarise yourself with and work within our equality and diversity and people management policies to help make sure we deliver excellent customer service
- You'll play an important part in making sure we continue to maintain and even exceed customer expectations, performance and compliance standards. At the same time you'll seek best value for money in every part of the job
- We have policies in place to ensure the health, safety and welfare of all staff and those we work with. We monitor and review these policies to help make sure we provide the right level of resources and training. You'll need to understand your responsibilities for services and for each other and maintain quality standards
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential

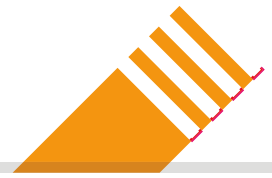
OUR COMMITMENT

We want to make sure you have everything you need. If you are disabled we'll do our best to make sure you have any aids, adaptations or equipment so you can carry out your job.

We are committed to an inclusive workplace and will take steps to address any concerns you may have in relation to discrimination, harassment and unfair treatment

I've received a copy of this job description and am happy with my responsibilities.

Signature:..... Date:.....



Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	Good level of education (to GCSE standard in Maths and English grade C or above)	AF/I
	NVQ Level 2 or 3 in Customer Service or equivalent (desirable)	AF/I
Experience, knowledge, skills and qualities	Experience in a customer service environment	AF/I
	Experience of operating a computerised data base system	AF/I
	Experience of the use of Microsoft office software in particular Outlook, Word,	AF/I
	Experience of working in a multi-channel environment (desirable)	AF
	Experience of working within a call/service centre environment (desirable)	AF
	Experience within a social housing environment (desirable)	AF/I
	Evidence of achieving service targets, KPI's and objectives (desirable)	AF/I
	Can communicate clearly, objectively and professionally	AF/I/T
	Has effective written communication skills	AF/I/T
	Accurate and demonstrates attention to detail	I
	Is able to use own initiative to solve problems	I
	Is organised and has a proactive approach	I
	Can work to deadlines and meet KPI's	I
	Approachable	I
	Driven by achievement	I
	Trustworthy	I
	Reliable	I
	Honest	I