

Customer Services Advisor

Job Outline

Ark

As Customer Services Advisor within both the Housing and Neighbourhood Services and Asset Management Teams, you will play a key role in professional and customer focused teams with responsibility for providing an efficient and effective service to all our customers. This role is varied and will require you to have an eye for detail, the ability to multi-task and flexibility to prioritise your workload depending on the demands of our service.

You will be responsible for providing administration support to both teams to deliver exceptional front line customer service across Ark's business ensuring an excellent customer experience is achieved.

The front line customer services involves dealing with a range of queries by telephone. Whilst there is a separate dedicated telephone number for Housing and Asset teams, a rota for answering phones will be put in place, allowing you to focus on other key tasks of the job.

The Customer Services Advisor will report to the Customer Services Officer and will work collaboratively across the organisation.

Fact Finding and Analysis

- Act as a first point of contact for customers in relation to all housing and property queries, managing customer expectations and ensuring that customers are clear on timescales and next steps, following the principle of right first time.
- Provide accurate, clear and accessible information and advice to customers and the wider public about services. This can be through a variety of methods including live chat, in person, email, by telephone or through text messaging.
- Engage with customers to ensure that information held on the housing management system is accurate and up-to-date, to provide a more effective service.
- Monitor and manage the generic e-mail boxes and voicemail system, circulating information to relevant staff as appropriate.
- Organise, prepare, attend and take notes of meetings and pass to managers for approval and distribution to the relevant attendees of the meetings.
- Log complaints from customers and report them to the relevant department according to procedures.
- Consider subsequent feedback to help support continuous improvement in service delivery.
- Process all works requests, new build defects and adaptation requests checking with customers and contractors to ensure all works are at a satisfactory position and organise any follow up works or actions the next working day.
- Coordinate the HMO License application process to ensure compliance with submission deadline dates.
- Generate monthly reports to allow the monitoring and pursuing of outstanding payments.
- Accurate inputting and collection of data and maintenance of records, to ensure compliance with internal and external requirements and UK GDPR Regulations and to inform reporting.
- Support the Housing and Neighbourhood Services and Asset Management Teams in producing Key Performance Indicators and other reports as requested on a timely basis.

Innovative and Initiative

- Efficient administration of the Allocations Policy, including assessing and processing Housing Applications and reviewing the Housing list on a regular basis.
- Assist in letting of vacant properties ensuring that Ark deliver a cost-effective service as per our Policies and Procedures, including shortlisting for vacancies and making recommendations to the Housing Services Officers on allocations. This may be through a Common Housing Register or Arks' own Housing List.
- Address first stage tenancy management issues in the full range of housing management services, including but not limited to, rent management, tenancy changes, neighbour disputes. Refer the case to the Housing Services Officer if there is a further escalation required.
- Manage and administer the Scottish Governments Housing and Regeneration Programme; systems information (HARP) and provide support in the preparation and submission of Scottish Government grant applications for Stage 3 Adaptations and Housing Association Grant.
- Responsible for the delivery, monitoring and reporting of the repair service, ensuring a first class customer service delivery.
- Liaise with customers before, during and after planned works and issue and record post works survey.
- Ensure all invoices are processed and passed to the relevant person for authorisation in accordance with policy and procedures. At times when the volume of invoices is excessive, all team members will be involved in processing them thus ensuring an efficient response time for the Finance team.
- Assist with research activities to explore innovation and best practice which will inform and refresh procedures, processes and standards.
- Take ownership of all decision making within the remit of the post.
- Assist with the monitoring of budgets and spending and liaise with Officers and senior staff to regularly review.
- Update contractor's documentation and assist with the maintenance of a contract register.
- Work with all Officers within the teams to ensure that processes fit the needs of the business and to ensure that they are consistently applied and meet quality requirements.
- Act as the super-user for the Housing Management System.

Interpersonal Skills

Internal

- Develop and maintain collaborative working relationships with all teams and functions.
- Demonstrate active listening skills in dealing with Housing/ Neighbourhood / Asset Management business initiatives.
- Contribute to the Housing and Neighbourhood Services and Asset Management team meetings.
- Advise Care and Support staff on the completion of forms relating to Asset Management or Housing Processes.

External

- Build relationships with all stakeholders.
- Ensure any debts are chased in a timely manner and any requests for information are addressed efficiently or directed to the appropriate Officer.
- Answer queries from external third parties.

- Provide a point of contact for Aids and Adaptation requests.

Leading and Developing People

- Demonstrate a customer focused culture within the Housing and Neighbourhood Services and Asset Management Teams.
- Work closely with all colleagues to ensure that all administrative tasks are processed within agreed timelines.
- Support the Senior Staff to provide an open culture to embed learning.
- Promote effective communication within the Teams and across the broader organisation with external stakeholders.
- Promote high standards of ethical behaviour, probity, integrity and honesty.
- Actively promote tenant participation and consultation in all housing management functions.
- Organise and plan the workflow of direct reports.

Resources

- Responsible for data input across a range of housing/neighborhood/asset management activities.
- Coding of purchase invoices is accurate and allocated to the correct service.
- Coding Contractor / Supplier invoices to ensure allocated to correct budget.
- Appropriate level of authorisation is obtained for purchase invoice sign off.
- Administer the rechargeable repairs element of the repairs service ensuring effective monitoring and evaluation to achieve best value.
- Support the management of furniture budgets, ensuring effective monitoring and evaluation to achieve best value.

Impact on Decisions

- At all times comply with the Health and Safety Policy and procedures and highlight any unsafe working practice/conditions.
- Understand and respect the diversity of customers and colleagues.
- Ensure consideration of the Associations values and mission statement when delivering services.
- Report directly to the Customer Services Officer. Participate in regular 1:1's and team meetings.
- Manage and prioritise day-to-day tasks and a work plan referring any problems to the Customer Services Officer.

Expertise

- Practical knowledge of Housing and Property legislation.
- Ability to work within agreed policies, procedures and practices.
- Ability to undertake the accountabilities of the role whilst providing support and administration as required, including providing cover for annual leave or other absences.
- Support the delivery of a consistent approach to administration and communication.
- Undertake on the job learning to acquire the necessary skills to fully fulfil the requirements of the role.
- Ability to build professional working relationships.

Qualifications

A relevant qualification at SCQF/CIOH level 4 or experience of working in a busy Housing and/or Property Management environment.

Equivalent knowledge acquired by other means.

Experience – Not all essential for the role.

Advanced administration experience.

Experience of collaborative working.

Experience of working with external stakeholders.

Experience of working with numerical data in spreadsheets and database.

Experience of working in a customer focus environment, ideally within a Housing / Property / Development organisation.

Knowledge/skills

A professional telephone manner to all customers.

An ability to communicate clearly and accurately both orally and in writing, tailoring communication method to the audience.

A basic knowledge and understanding of Housing and Property Legislation.

An ability to listen effectively and ask questions so that there is a clear understanding of what information is required.