

Job Description

Job title	Customer Service Advisor
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Customer Service Team Manager

Job Purpose:

In this role you will be required to answer all inbound transactional customer queries through the Customer Service Management Centre across the range of channels offered, to agreed targets and service levels. Customer queries should be answered right first time, making every effort to ensure the right outcome is achieved in a polite & effective manner. This will be done through utilising all relevant information held in our systems, knowledge bank and support. You will be responsible for maintaining high data quality in all relevant systems and contributing to a high level of customer satisfaction.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Customer Service Management team, this role will deliver key accountabilities and provide transactional first point of contact resolution to customer queries across all channels

Key Accountabilities:

- Ensure a superior quality customer experience is achieved by being responsive to the customer needs & delivering resolutions where possible.
- Communicate effectively with customers, providing clear accurate information and advice in a professional manner on via all channels. This includes undertaking outbound calls where appropriate
- Deliver first point of contact resolution to customer transactional queries, to prevent handoff to elsewhere in the business (only complex queries that require case management should be handed off to the Specialists, or admin support to Support team with CMS) in line with targets and service levels.
- Adept at dealing with both inbound and outbound calls in line with call routing and call blending strategies
- Offer multi-skilled responses to transactional customer queries in Housing, Repairs, Complaints, and all other business service areas as required.
- Manage complex customer contacts and complaints with a can-do approach displaying excellent customer care.

- Aligning the service provided to the Quality and Data Protection guidelines.
- Adherence to Call Quality guidelines.
- Respond to all written points of contact in adherence to the quality and literacy standards and guidelines.
- Ensure accurate input of relevant data (notes, actions, agreed plans with customers) into Sovereign Network Group systems.
- Achievement of Customer Satisfaction results as set by Customer Service Management team.
- Always maintain confidentiality, in relation to business sensitive and personal information acquired through work. Ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored and regularly archived in accordance with policy.
- Always demonstrate a good understanding of the customer profile and an ability to address the needs of vulnerable customers, while contribute to the customer service ethos of the organisation, always representing SNG in a positive light.
- Contribute to the development of a positive working environment and team.
- Be outcome focused and work with colleagues across Customer Service Management Centre to seek appropriate solutions for customers to increase customer satisfaction.
- Adhere to policies and procedures, meeting standards and targets, both qualitative and quantitative.
- Demonstrate the ability to remain calm, non-judgemental and professional whilst working in the pressured environment of a customer contact centre.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Demonstrable a 'can-do' attitude and ability to respond in a professional manner, enhancing the customer experience through the ability to respond and resolve issues
- Excellent IT skills (MS Office, Outlook and the ability to adapt to CRM packages).

- Understanding of and ability to demonstrate the importance of good timekeeping, reliability and taking responsibility for the service delivered to the customer
- Excellent communicator with a good standard of English, both oral and written to ensure consistent clear communication with customers.
- Excellent interpersonal skills (i.e. listening used every day to communicate and interact with other people, both individually and in groups).
- Ability to impact assess and to understand the difference between ‘major’ and ‘minor’ data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations.

Desirable

- Experience of working in a customer services environment, within the public or private sector.
- General understanding of customer services within a housing association and the role of a Customer Contact Centre.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1353	Kevin Burgess	11/03/2025	
1.1	1353	Freda Owusu	12/03/2025	
2.0	4642	Rebranding	March 2025	