

Job Description

Job title	Customer Support Advisor
Profession	Customer & Community
Band	F
Directorate	CCO
Accountable to	Customer Support Manager

Job Purpose:

The role will provide transactional administration support to resolve customer queries through the Customer Service Management Centre (CSMC) across the range of channels, to agreed targets and service levels. Where required make proactive outbound contacts with customers. Answer customer support queries right first time, make every effort to ensure the right outcome is achieved in a polite, effective way by utilising relevant information held in our systems and knowledge management system.

The role will be responsible for maintaining high data quality in our customer domain on relevant systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the set by the Customer Support Manager, this role will delivery key accountabilities. Expected to use judgement to make decisions, use own initiative, organise work for the business area and work under minimum supervision.

Key Accountabilities:

- Responsible to deliver the right outcome for our customers in a safe and timely way.
- Deliver transactional administration support resolution to improve and increase first contact resolution for customer queries & elsewhere in the business in line with targets and service levels.
- Offer multi-skilled administrative responses to customer queries across Customer and Neighbourhood - garages and mutual exchanges, repairs (including Plentific), that come through the Customer Service Management Centre (e.g. permissions, application processing, boundary enquiries, tenancy/lease information etc) in line with policies and procedures.
- Liaise directly with internal colleagues and external customers to solve problems in a timely, efficient and effective manner. Highlight and respond to all enquires, making sure customers receive a prompt response and are kept informed of progress.
- Demonstrable problem solving effectively to manage all customer contacts within your team with a can-do approach displaying excellent customer care.
- Ensure all customer interactions (written and verbal) are clear, display the appropriate levels of empathy and are delivered in a way that aligns with SNG's tone-of-voice.

- Deal with both inbound and outbound calls in line with call routing and call blending strategies.
- Align the service provided to the quality and data protection 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 relevant systems to build greater view of customer interactions.
- Achieve relevant KPIs based on your service specialism.
- Maintain confidentiality at all times 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.
- Contribute to the development of a positive working environment and team.
- Be outcome focused and work with colleagues across the Customer Service Management Centre to seek appropriate solutions for customers to increase customer satisfaction.
- Work in alignment with SNG's health and safety policies.
- Hold the Data Steward role for data related to customer data quality as set out in SNG's data landscape.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance team for consideration and/or investigation.
- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

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

- Ability to have a flexible approach to meet business needs and achieve the best possible outcome.
- Able to be confident, assertive and professional in all interactions.
- Strong communicator combined with excellent communication skills.

- Demonstrable experience in being focused on delivering great outcomes for customers and ability to handle multiple points of customer contact.
- Ability to use empathy to understand a customer's situation and query and agree the most appropriate resolution.
- Able to demonstrate a positive attitude towards change and to act quickly.
- Able to take ownership & accountability for actions taken.
- Experience in creating and maintaining accurate records and files, performance reports, legal documents, invoices, spreadsheets, and databases in line with our processes.
- Knowledge of GDPR rules and ability to comply.
- Ability to complete assigned work by asking questions and checking own current understanding of practices and procedures.
- Ability to implement new procedures as directed whilst proactively participating in review of the department and personal working practices. Able to suggest solutions and improvements.
- Able to assess situations arising and to understand the difference between 'major' and 'minor' data issues.
- Ability to apply all training and learning into daily activities.

Desirable

- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

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	4716	Freda Owusu	28/01/2025	
2.0	4716	Freda Owusu	16/05/2025	