

Bernicia Group Role Profile

Title: Customer Contact Advisor

Reporting to: Team Leader Customer Contact

Date: November 2021

Purpose

To provide exceptional and professional front line services to residents, customers and colleagues.

Accountabilities

Operational

All Customer Contact staff

- Support the delivery of excellent, consistent and responsive housing services.
- Provide excellent customer service across existing and emerging access channels.
- Deliver a diagnostic enquiry service across housing and associated services, to achieve high levels of resolution at the first point of contact.
- Effective use of relevant ICT systems to record all customer contacts.
- Support the day to day operation of the administrative and customer contact function by ensuring equipment is maintained and the availability of materials is sufficient to meet requirements.

Community Alarm Service staff will

- Update community alarm system and manage client records in accordance with procedure.
- Answer all emergency calls efficiently and effectively, escalating to appropriate services and next of kin (as appropriate)
- Monitor and report faults on the system.

Staff working in reception will also

- Ensure a welcome and professional environment for visitors to Bernicia offices
- Fulfil mail room duties for incoming and outgoing mail to include distribution by appropriate means.
- Manage stationary orders, ensuring sufficient stock at all times.

Corporate

- Implement health and safety policies and procedures; carrying out suitable and sufficient risk assessments according to risk assessment procedures.
- Comply with all relevant legislation, policy and procedure.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

Desirable Skills & Experience

- Good Standard of General Education, preferably with relevant professional qualification
- Exceptional administration, organisational and prioritisation skills
- Excellent interpersonal and communication skills, both written and verbal
- Advanced IT skills, particularly with Microsoft packages

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours (to be included when we have framework)	
Behaviour	Expectation

