

**Role Profile for:**

# **Customer Service Advisor**

<b>Employee Ref</b>	<b>  TBC</b>
<b>Leadership Group</b>	<b>  A</b>
<b>Role Profile Ref</b>	<b>  059</b>
<b>Joining Date</b>	<b>  TBC</b>
<b>Last Updated</b>	<b>  06/06/2024</b>

## WE ARE ATEB

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb



## Vision.

Our Shared purpose is to always deliver ...

### > #1 | Creating better living solutions,

Through the adoption of a DNA that focuses on ...

### > #2 | Trust | Togetherness | Empowerment.

We all have a role to play in realising our 3 strategic aims,

### > #3 | To improve customer service | Serve more people | Increase business effectiveness.

The design and delivery of our services will always focus on,

### > #4 | The right customer outcomes as effectively as we can.

We all have a responsibility to support our Assurance Framework by managing our,

### > #5 | Risks | Controls | Tests

and we must always seek to listen, understand, and learn as ...

### > #6 | Improvement is the day job

The Vision and its supporting documents form part of this role profile.

## 1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:	
<b>Name</b>	
<b>Title</b>	Customer Service Advisor
<b>Employer</b>	ateb Group Limited
<b>Level</b>	Leadership Group A
<b>Report to</b>	Customer Services Coordinator
<b>Directorate</b>	Customer

The role line responsibilities are:
None

## 2 | CUSTOMER

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

Primary Service Areas:	Outcomes:
SA/01 – Lettings	All properties let, all of the time
SA/03 – Customer Advice and Support	Address and resolve customer enquiries/ requests at first point of contact
SA/04 – Maintenance	Fix issues to the customer’s satisfaction
SA/06 – Compliance works	All properties are compliant with required regulations

Primary responsibilities for the above outcomes:	
1	Co-ordinate customer repair requests, liaising with in house teams and external contractors - with the aim of providing excellent customer service, meeting service standards and team targets.
2	Being the first point of contact for all customer enquiries ensuring a high level of customer service is always provided i.e. general enquiries, informal complaints, monitoring of social media platforms.
3	Ensuring the continued safety of our customers, staff and visitors by delivering 100% compliant periodic building safety tests e.g., annual gas safety and electrical servicing etc.
4	Assist customers in applying for social housing via ChoiceHomes@Pembrokeshire and any other local housing initiatives. Maintaining the administration of allocations of properties including transfers and using systems such as the Swaptracker and Homeswapper schemes.
5	Assist and collaborate with teams and agencies as and when required, ensuring agreed policies, procedures and processes are adhered to at all times i.e. Choice Based Lettings, tenant engagement, rent payments and advice etc.

General role responsibilities:	
1	Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.
2	Continually review my service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
3	Consistently demonstrates values of equality and diversity.
4	To take responsibility for my ongoing personal development.
5	To undertake any other duties as required which are compatible with the requirements of the post.

### 3 | GROUP

This role has the following corporate responsibilities:

Service Area	Customer Outcome	Responsibility
<b>SA/17 – Strategy</b>	Clarity on how we will maximise our purpose	Support the Board and EMT to help develop and deliver the right strategic priorities to achieve our strategic aims.
<b>SA/18 – Assurance Management</b>	To be assured we are always compliant and doing the right things	Develop and monitor processes to enable empowered decision making within our agreed assurance framework.
<b>SA/19 – H&amp;S</b>	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation’s H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times.
<b>SA/20 – PR, Marketing &amp; Communications</b>	Positive growth of our brand. The right messages to the right audience at the right time	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
<b>SA/22 – Performance &amp; Data management</b>	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes.
<b>SA/23 – Procurement &amp; Supplier Management</b>	To ensure we compliantly deliver Value for Money services	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes.

### 4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
<b>Technical Competency</b>	This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements.  Have a good level of competency in customer advice and support. Likely to have experience of working in contact centre environment with direct or easily transferable skills and expertise relevant to social housing, and potentially have qualifications to support the key service areas. Must be able to demonstrate a reasonable level of literacy and numeracy, for us this usually means achieving success at GCSE/Key Skills or equivalent qualifications, but we are happy to discuss this with you.
<b>Decision making</b>	You will be confident to make the right decisions to ensure the best service outcomes. Making decisions involving checks and comparisons, using personal /professional judgment and knowing when to seek advice.
<b>People management</b>	Willing to learn from others and share own experience and knowledge. Let team members know what is expected of them.
<b>Team working</b>	Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively.

<b>Financial control</b>	May have responsibility for purchasing, cash or stock and should be able to review and report on budgets as and when required.
<b>Organisational skills</b>	Will be able to effectively set own work plan and prioritise key tasks.
<b>Innovation</b>	Must show a desire to improve and challenge what we do to constantly improve our service outcomes as effectively as we can. Identifies, plans and implements improvements within the team which support service delivery.
<b>Customer service</b>	Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.
<b>Project / process management</b>	Project management improvements within own and others service areas to ensure the desired outcomes are achieved. Takes responsibility for achieving individual objectives and contributing to team and group projects.
<b>Enthusiasm</b>	Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.
<b>Technology Competency</b>	Confidently use and develop ICT systems to deliver and improve my service delivery. In particular, have good working knowledge of typical software solutions relating to my area of expertise and level of responsibility. Be able to make the best use of the Microsoft 365 & Office suite and usual business communication devices and systems.
<b>Comms / PR / Marketing</b>	Be able to promote good communication throughout the organisation (verbal, written, face to face) ensuring teams are involved, informed and engaged at all times. Ability to speak Welsh would be great.

## 5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, ateb will provide

Term/Condition	Detail	Additional comments
<b>Base Salary</b>	£TBC	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
<b>Salary band</b>	15	Please refer to reward@ateb for full details.
<b>Car user</b>	Casual user	If you do travel off site for meetings you will need to have a car available for business use, mileage will be reimbursed at HMRC standard rate.
<b>Simply Health Scheme</b>	Basic Level Contributions	The group offers a contributory health plan Simply Health, you can increase your cover to suit your needs.
<b>Hours per week</b>	37 Hours	A flexible working system is in operation depending on your particular role and service outcomes
<b>Annual Leave</b>	30 days basic(pro rata)	Plus 3 additional days(pro rata) the timing of which is at the discretion of the Group.
<b>Place of work</b>	ateb offices Haverfordwest	A flexible working system is in operation in accordance with our Leading Principle and depending on your particular role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire, but your usual place of work will be ateb offices.

Term/Condition	Detail	Additional comments
<b>Learning &amp; Development</b>	Yes	We support our team to develop their learning
<b>Wellbeing</b>	Yes	A programme of team wellbeing activities.
<b>Pension</b>	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from an employee will be matched up to an agreed limit set by board.
<b>DBS</b>	No	This role is not subject to a criminal records check.

**6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB**

Parties	Signature	Date
<b>Chief Executive</b>		

**#The small print:**

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to the accompanying contract and our Vision and related documents for more details regarding this role profile and your responsibilities within the ateb group – ateb, MBH and WWCR