



ClwydAlyn

Customer Services

Job Overview

Customer Services Advisor

- £25,840 per annum, pro-rata
- 12-month temporary fixed term contract
- V72, St Asaph/hybrid working (this role requires a minimum commitment of 50% of your time spent in our office location)
- 37 hours per week



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Person Specification

Purpose

The role of a Customer Services Advisor revolves around providing excellent customer service to residents, addressing their needs, and fostering positive relationships within the community.

Key duties

- To contribute to the successful operation of the Customer Contact Centre, in accordance with the Association's strategy, policies, procedures, performance and service standards.
- To deal with all enquiries from tenants, residents, applicants, contractors and other individuals regarding housing services, maintenance, tenancy issues, applications and rent enquiries through a variety of communication methods including telephone, email, tenant portal, SMS and any other digital platforms.
- To be able to demonstrate high levels of customer care skills both verbally and written when responding to enquiries from tenants, residents, applicants and other callers regarding housing services, maintenance and rent enquiries using the Association's database and policy and procedures.
- To have knowledge of maintenance issues to deal with tenants' and residents' enquiries in relation to repairs in line with the Association's policies and procedures.
- To have knowledge of the Association's lettings policy to offer advice to applicants in relation to their applications for rented accommodation.
- To have knowledge of rent arrears procedures to deal with tenants rent account enquiries and to make arrangements for the recovery of rent arrears using the Association's database policies and procedures.
- To undertake any follow up and administrative work that is required to meet the Association's performance and service standards.
- To record details of all calls on to the Association's computerized and paper-based systems, ensuring accurate and up to date information of actual and proposed actions is maintained.
- To deal with 80% of all customer service enquiries without referring to other staff.
- Where it is necessary for an enquiry or problem to be referred to other staff/sections for resolution, to monitor the progress of enquiries/problems, and keep the customer informed of progress.
- To maintain close working relationships with a range of internal and external customers to ensure the smooth operation of the Customer Contact Centre.
- To liaise with maintenance staff and external contractors concerning the progress of maintenance issues.
- To work co-operatively and supportively with other Customer Contact Centre team members to achieve the Association's service standards.
- To ensure the adoption of a corporate approach to customer care and advice.
- To identify and bring to the attention of the Customer Services Team Leaders/ Customer Service Centre Manager, any issues which may prevent the Association from achieving corporate customer care standards and other strategic objectives.
- To contribute to the identification of potential improvements to Contact Centre processes in the spirit of continuous improvement.
- To be responsible for the placing of orders relating to maintenance enquiries and re-chargeable repairs, (up to values determined within Association procedures) ensuring these are correctly coded for budgeting purposes.
- To process purchase orders ensuring that they are coded correctly for budgeting purposes.
- To receive cash payments from the public on reception in accordance with the Association's policy and procedures.
- A flexible approach to the role is required, which will include the requirement to work variable hours including evenings and weekends when required.
- To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the Association.
- To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- To be responsible for the application of Equal Opportunity practices in accord with Association policy and procedures within daily operations.
- Compliance with Standing Orders and Association Policies and Procedures, especially regarding Housing Services. To make known to Senior Officers any areas which are not adequately covered.
- To perform any other reasonable task as determined by the Manager, Director of Housing Services, Chief Executive or Board of Management.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.

Why work for us?

Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

Ffôn/Tel: 0800 1835757
Ebost/Email: help@clwydalyn.co.uk

apply at clwydalyn.co.uk
applications close 19 May