

Contact Centre Advisor

Team - Contact Centre	Team responsibility - N/a
Manager – Contact Centre Team Leader	Budget responsibility – N/a
Directorate – People, Digital & Communications	Job grade - 3
Location – Northallerton	
Stakeholders – Customers, Colleagues, Contractors, Suppliers, OOH.	

Role Purpose:

Working as part of the Broadacres Contact Centre Team you will resolve customers enquiries at first point of contact and provide information to our customers in an efficient and effective manner, through multiple contact channels, including, phone, e-mail, text and social media.

Look to resolve matters promptly and in an empathetic way, focusing on recovering relationships when things have gone wrong.

To care passionately about delivering great customer experience .

Organisational Structure



Main responsibilities

Excellence in Frontline Customer Service Delivery

- To provide through multi contact channels an exceptional customer experience to all our customers in the following areas including but not limited to;
 - Repairs, maintenance and improvements;
 - Rent payments & recovery;
 - Choice based lettings;
 - Anti-social behaviour and other tenancy matters;
 - New and future developments and sales;
 - Complaints Resolution

- Damp Mould and Hazards

- To enter accurate details of the contact on our customer relationship management system as required so that the enquiry can be dealt with effectively. To update and maintain data as directed by the Contact Centre Manager
- To maintain good working relationships with colleagues, contractors and outside agencies on all matters that relate to customer experience. To liaise with specialist teams as necessary to resolve complex customer enquiries, including complaints or dissatisfaction whilst retaining control of the contact where appropriate to do so.
- To ensure all aspects of the service are carried out in a customer focussed way in accordance with current legislation, regulation and recognised best practice. To achieve specified performance targets in accordance with Broadacres values and standards of service.
- To deliver a service in line with service level agreements maintaining an up to date working knowledge of any service delivered through the contact centre.
- To routinely undertake a range of satisfaction surveys through various contact channels to capture customer satisfaction.
- To respond to and administer customer complaints in accordance with Broadacres policy and procedure.
- To provide general clerical and administrative assistance which includes inputting and updating of information both computerised and otherwise;

What does success look like?

Advisors deliver an exceptional customer service by handling enquiries promptly, professionally, and with empathy. Issues are resolved efficiently, with a strong focus on achieving first-contact resolution and maintaining accurate records in all systems.

Advisors meet or exceed performance targets, including call handling times, customer satisfaction scores, and service level agreements, while adhering to company policies and regulatory requirements.

From the outset of the contact, the advisor identifies customer needs and offers appropriate solutions or services, contributing to overall business goals. A successful advisor collaborates effectively with colleagues, shares best practices, and actively engages in training and coaching to continuously improve skills and performance.

Colleague Collaboration, Customer Focus and Communication

- Continuous contact with customers, sometimes about contentious issues
- Working relationships will include housing services & asset management staff, other Broadacres staff, contractors, tenants, families and carers, external agencies, providing clear advice and support.
- Work collaboratively with colleagues to meet KPIs and contribute to service improvement.
- Proactively keep managers informed of key issues and progress

What does success look like?

Keep customer experience at the heart of all tasks, aiming for first-time fixes wherever possible to deliver efficient, high-quality service. It also requires clear and proactive communication with customers, colleagues, project coordinators, and line managers to ensure smooth coordination and timely completion of work.

Health, Safety and Compliance

- To understand the key business priorities, customers needs and performance indicators throughout BHA
- Required to balance the handling of several enquiries simultaneously whilst making progress towards resolution in them all.
- To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of the Association and current legislation

What does success look like?

Be proactive to achieve targets and standards are met while maintaining strong team collaboration with colleagues and line managers. Maintain technical skills for effective use of mobile devices, ensuring accurate data capture to improve services. Ensure efficient use of materials, compliance with data protection and health & safety legislation, and staying updated on regulatory changes.

Active participation in meetings and training, proper care and reporting of vehicle condition, and flexibility to undertake additional duties as needed, all contributing to a reliable, compliant, and continuously improving service.

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

Contact Centre Advisor

Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	- Demonstrable experience of working within a customer service environment - Experience of use of IT systems - Previous Customer Service or Call Centre experience - Previous housing experience		Application form Interview (may include presentation /occupational test where appropriate)
Skills -	- Great writing and verbal communications skills - Relationship Building – able to form successful professional relationships with customers and colleagues. - Team player - Works collaboratively with colleagues to deliver great result. - Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. - IT literate and confident in using online technologies to encourage internal and external customers and stakeholders.		Application form Interview (may include presentation or occupational test where appropriate)
Knowledge	Microsoft Office applications to acceptable level		Application form Interview
Special Requirements	- Commitment to and promotion of diversity - Commitment to providing exceptional customer service - Able to work under pressure and remain level headed		Application form Interview (may include presentation /occupational

	- Flexibility to change hours of work, sometimes at short notice - Committed to team working		test where appropriate)
Qualifications	To demonstrate a willingness to progress/train in all aspects of customerservice.		Application form

Broadacres Values

