**Yorkshire Housing Role Profile**

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| **Job title:** | Customer Experience Advisor Apprentice | **Leader of others:** | No |
| **Reports to:** | Team Manager (Customer Experience) | **Contract type:** | Fixed Term |
| **Business Area** | Customer Experience | **Budget holder?** | No |

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| **Job purpose** |
| This role joins the Customer Experience Team in being the first point of YH contact for all customers whether it be by calls, emails, web chat, portal or text – however they get in touch. You’ll be part of a friendly and focused Customer Experience Centre Team; providing a fantastic and positive customer experience no matter what the conversation entails. Your aim will be to deliver exceptional levels of service to a diverse customer base. Quite frankly it’s about being Customer Obsessed!The post holder will have four days a week in the workplace learning on the job and one study day, working towards the Level 2 Customer Service qualification. As part of this role, the post holder is expected to attend the required training complete the required assignments, along with any associated tests. |

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| **What you’ll be getting up to** |
| * Providing an excellent customer obsessed experience & focussing on first time resolution
* Working closely with internal and external stakeholders to ensure a quality and seamless customer journey
* Being friendly, calm, reassuring as a first point of contact for YH customers and anyone who contacts us
* Having a proactive approach to dealing with various queries- you’ll be learning income, tenancy management, repairs, lettings and ASB processes and how to deal with these
* Accurate note keeping on bespoke systems when a customer contacts us - Creating and updating customer records using the relevant system
* Updating customers with information relating to their queries when appropriate. This could include outbound calls, emails, web chat, portal and SMS – whatever they prefer.
* Promoting customers to use the self-service portal (where this is suitable)
* Booking and scheduling appointments with and for customers to receive the required service
* Signposting to the relevant internal or external agencies as required
* Reporting any safeguarding issues or concerns whilst communicating with our customers
* Learning and supporting advisors with income payments (rent payment, account balances, payment plans, creating direct debits)
* Applying recharges where appropriate and actioning on the system
* Signposting to ensure customers have the correct debt and money management advice and information.
* Receive and act upon all customer contact regardless of channel
* Learning and supporting with de-escalating and logging customer complaints by all channels
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| **Sounds good? Here’s what we need from you…** |
| **The main things:** |
| * A passion for customer service - or as we say at YH “Customer Obsessed”.
* 5 GCSE’s at grade C/4 or above including English and Math’s
* Extremely high attention to detail
* Be able to work independently as well as a team member, with the ability to follow instruction
* Confident communicator at all levels and have the ability to organise, prioritise and manage own workload to meet deadlines
* Good knowledge of Microsoft applications, including Word, Outlook, Excel and MS Teams.
* Ability to adapt to customers’ needs and communication style(s) through active listening
* Ability to quickly change from one process to another whilst on the call with a customer to support customers’ needs
* Be able to answer a variety of queries our customers might have
* A clear, calm, empathetic telephone manner
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| **It would be a bonus if you have/can:** |
| * Previous work experience in similar role / customer service
* Housing sector exposure
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| **Our values:** |
| We’re looking for people who want to get stuck in and make a positive difference to people’s lives. We want you to own the work you do and **achieve impact**.You’ll **make it happen** by **being curious** and **creating trust** with our customers and each other. We want you to love what you do and **have fun** along the way.   |