



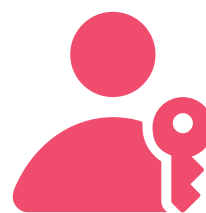
**Yorkshire
Housing**

Customer Experience Advisor

April 2026



Key information about the role



Customer Experience Advisor

 **Business area:**
Customer Channels – Customer Experience

 **Reports to:**
Team Manager (Customer Experience)

 **Leader of others:**
No

 **Contract type:**
Agile Homeworking

 **Budget holder:**
No

 **Car Allowance:**
No

 **DBS check required:**
No

About the role

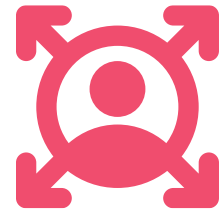
Role purpose

To be the first point of Yorkshire Housing 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.

As part of the **Customer Experience Centre Team**, you'll process rent payments, answer rent enquiries and signposting customers to our tenancy and money management advice teams. You'll prioritise and book in repairs, helping customers to diagnose faults and where possible fix it on the phone. Also, you'll discuss neighbourhood queries, record and advise on anti-social behaviour and offer guidance and advice to help customers maintain their tenancy.

Your aim will be to deliver exceptional levels of service to a diverse customer base. Quite frankly it's about being Customer Obsessed!

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

- Providing an excellent customer obsessed experience within a fast-paced high performing contact centre team focusing on first time resolution.
- Working closely with internal and external stakeholders to ensure a quality and seamless customer journey.
- Being the friendly, calm, reassuring and professional first point of contact for YH customers and anyone who contacts us.
- Having a confident and proactive approach to dealing with a wide variety of queries including income, tenancy management, repairs, lettings and ASB.
- Creating and updating customer records using the relevant system while on the call, ensuring details are accurate.
- Proactive in keeping customers up to date with information relating to their queries when appropriate. This could include outbound calls, emails, web chat, portal and SMS – whatever they prefer.
- Promoting and assisting customers to use the self-service portal where this is suitable for them and gives them the best customer experience.
- Booking and scheduling appointments with and for customers to receive the required YH service, this will include repairs and tenancy management visits.
- Effectively signposting to the relevant internal or external agencies as required, this will include the escalation of income queries, independence support visits and tenancy management that needs specialised advice.
- Identifying, assessing and reporting any safeguarding issues or concerns to a designated Safeguarding person, whilst supporting the customer on the telephone.
- Maximising YH's rental income by providing a proactive and efficient payment collection service.
- Taking payment from customers for YH services, including setting up direct debits, applying recharges and where appropriate agreeing payment plans in line with defined business rules.
- Provide support, advice and signposting to ensure customers have the correct debt and money management advice and information.
- Ability to take payments, calculate account balances and negotiate affordable and sustainable payment plans with customers.

- Receive and act upon all customer contact regardless of channel, updating the system and facilitating next steps to ensure all YH business rules and the needs of the customer and their experience are considered.
- Positively deescalating and logging customer complaints by all channels, recording detailed information and capturing the required outcome from the customer.
- Refer to relevant processes and next steps to meet the needs of our customers effectively and efficiently to enhance the customer experience and interactions with YH



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?



The main things:

- Being customer focused or as we say at YH “Customer Obsessed”.
- A proven ability to identify customer needs through effective active listening.
- Using your excellent people and communication skills to adapt to and deal with each and every query effectively to meet the individual customer’s need.
- An articulate, calm, empathetic and clear telephone manner.
- Confidently demonstrate excellent verbal and written communication skills
- Be a quick, solutions focused thinker and be able to work on initiative independently.
- Curious by nature, you’ll ensure that you take ownership and find resolutions for our customers.
- Resilience is key as is the ability to handle difficult situations objectively.
- You will have brilliant time management also having the ability to prioritise calls and adhering to your work schedule and meet your own KPI’s.
- Flexible and adaptable with strong organisational skills.
- Excellent attention to detail and able to capture written and numerical information quickly and accurately.
- Comprehensive IT experience especially in MS products.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH’s values.

- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers.

As the role is predominantly home based, you must have a stable home internet connection. The faster the better, fibre is best, but if not ideally your connection would provide a minimum of 75Mbps.

It would be a bonus if you have:

- Contact Centre experience
- Housing experience
- Complaint handling
- Experience of responding to online queries
- Experience of using a Customer Relationship Management (CRM) System

Our Yorkshire Housing values



What are they?

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

Create trust



- Do the right thing, not the easy thing
- Be honest and open
- Do what you say.

Be curious



- Think differently
- Ask questions
- Keep learning.

Make it happen



- Own it
- Do it
- Be empowered

Achieve impact



- Do things that matter
- Deliver results
- Show pride and passion.

Have fun



- Enjoy work
- Be yourself
- Stay connected.

