



JOB DESCRIPTION

Post Title:	Graduate Customer Service Advisor
Responsible to:	CSC Team Leader
Location:	Memorial House
Hours:	Annualised Hours Contract based on 35 hours per week
RFJ:	4

This post is subject to a basic DBS clearance.

Principal Duties and Responsibilities

- To deliver high-quality resident-facing customer services across our multi-channel customer contact services whilst undertaking a structured graduate development programme.
- To employ a high standard of customer care in all customer contacts, internal and external.
- To provide administrative support as required.
- To develop a broad understanding of the Customer Experience directorate, working primarily within the Customer Service team while gaining supported exposure to other teams across the directorate.

In particular to:

1. Manage customer enquiries across a range of communication channels, resolving them promptly and professionally while delivering a personalised, respectful and inclusive service to our diverse customer base; aligned with the What Matters Framework.
2. Manage repairs enquiries by gathering relevant information, identifying the appropriate repair response and instructing contractors in line with organisational guidelines.
3. Support customers experiencing rent arrears by providing appropriate advice and guidance, including signposting to welfare benefits and financial support, updating records, liaising with relevant colleagues and agreeing suitable repayment arrangements where appropriate.

4. Assist with a range of enquiries relating to lettings and allocations, providing information, updating records and working collaboratively with colleagues to achieve positive customer outcomes.
5. Maintain accurate customer records by documenting interactions, actions and outcomes promptly, ensuring information is current, complete and recorded in the appropriate systems.
6. Contribute positively to the Customer Service team by working collaboratively with colleagues to deliver an efficient, professional and customer-focused service.
7. Build effective working relationships with colleagues across Customer Experience and the wider organisation to support collaborative working and develop an understanding of how different teams work together to deliver excellent services.
8. Promptly escalate or refer complex enquiries to the appropriate colleague or team, maintaining effective communication to ensure a seamless customer experience.
9. Undertake a range of administrative tasks to support the effective delivery of Customer Experience services.
10. To gain supported exposure to the work of the wider Customer Experience directorate, assisting the Income, Homeownership, Customer Voice and Service Resolution/Complaint Resolution teams with day-to-day tasks under the guidance of experienced colleagues.
11. To actively participate in learning and development opportunities across the directorate, building an understanding of how services connect to deliver positive outcomes for customers.

As a Graduate Customer Service Advisor, you will follow a structured development programme tailored to your learning and career aspirations. The programme begins with approximately 6 - 7 months within the Customer Service Centre, where you will build a strong understanding of our customers, services and systems. You will then undertake planned development opportunities across the wider Customer Experience Directorate, gaining experience of specialist services and developing a broader understanding of the customer journey. Throughout the programme you will receive coaching, mentoring and regular feedback to support your professional development and prepare you for future opportunities within emh.

This job description is intended to be a guide to the principal duties and responsibilities of the post and includes specific tasks by way of illustration. It is not intended to be a definitive or exhaustive list. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

SPECIAL INSTRUCTIONS

- To uphold the vision and values of the emh group and emh homes
- To take individual responsibility for ensuring that a continuously improving and effective professional customer service is delivered.
- To ensure a safe working environment in accordance with Health and Safety Regulations.
- To attend fire drills and staff meetings.
- To attend training events as required.
- To maintain an awareness of current instructions circulated by staff meetings, departmental and emh-wide updates
- To respect the confidential nature of personal information.
- To recognise and promote emh group's Equality and Diversity Strategy.