

**Manchester City Council
Role Profile**

**Customer Service Centre Advisor, Grade 4
Housing Operations Service, Neighbourhoods Directorate
Reports to: Customer Service Centre Team Leader
Job Family: Customer Service**

Key Role Descriptors:

The role holder will be the first point of contact for internal and external customers and will provide excellent front-line customer service contributing directly to service and organisational objectives.

The role holder will provide high quality, customer focused, flexible and timely support, complying with all relevant legislation and procedures and contributing to the achievement of objectives of a high quality service.

Key Role Accountabilities:

Determine the requirements and needs of customers advising on the most appropriate course of action to support them, liaising with other service areas and agencies where appropriate and arranging assistance where required.

Process a range of customer requests and assist in the completion of relevant information in line with service processes and procedures and any relevant legislation, ensuring information provided is accurate and up to date.

Contribute to the development and improvement of management information systems identifying areas for improved efficiency and added-value support to the service.

Validate documents in accordance with the relevant guidelines, and actively seek to detect and reduce fraud where appropriate.

Where required, accurately process payments for customers in line with Manchester City Council's financial regulations.

Proactively identify any potential risks from and to customers accessing the service and escalate any issues through the agreed channels.

Develop effective partnerships and collaborative working arrangements with other services.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Working in a small but busy contact centre with a team of 20+ advisors you will be providing a quality telephone, digital and face to face reception service responding to a range of housing management enquires such as rehousing, rent and to order repairs.

Providing a courteous and responsive service to telephone callers, within the targets and standards set, using an on-line script and various IT systems to provide accurate and appropriate information and advice on the range of services provided.

Responding positively to complaints and feedback about the service, and to customer service issues via social media and web chat, in both public and private conversations, whilst protecting the reputation of the organisation.

In this varied role you will also be responsible for conducting outbound telephone calls to customers and to colleagues in other departments, carrying out customer surveys, covering reception and dealing with admin tasks to ensure we deliver a first class customer service.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

- **Analytical Skills**

Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

- **Planning and Organising**

Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

- **Problem Solving and Decision Making**

Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken

- **Strategic Thinking**

Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders

Technical Requirements (Role Specific)

Experience of providing a customer facing service, particularly telephone-based.

Basic keyboard and computer skills with the ability to type quickly and accurately, and to enter clear and accurate written information onto an on-line system.

Excellent listening skills and the ability to interact with customers' from different ethnic and cultural backgrounds as well as more vulnerable tenants.

Experience of working as part of a team.

The ability to deal accurately, effectively, efficiently and courteously with a wide range of telephone and digital enquiries from the public, including calls which may be complex or distressing in nature.

Excellent customer care skills.

Knowledge of social media and how this can be used to communicate with customers.

The ability to carry out simple arithmetical calculations, and to explain them to other people

Able to communicate clearly, accurately and in plain language, both verbally and in writing.