

Customer Repairs Adviser

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Customer Repairs Manager, this role's purpose is to:

Be part of a high performing team acting as the first point of contact for customers and colleagues, providing an efficient, professional, friendly and responsive Omnichannel (voice, emails, webchats, customer portal & CRM tasks/cases) service.

You will successfully handle a wide range of queries (including accurately diagnosing, scheduling and logging repairs) right first time to respond to our customers' needs finding an appropriate solution and providing an excellent customer service, only escalating to specialist teams and contractors when required.

Location

You'll be primarily based at one of our repairs contact centres in Sittingbourne, Maidstone, Croydon or Battle, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing

- Offer a speedy, consistent, and professional customer service, resolving customer enquiries across a range of channels (voice calls, web chats, emails, SMS, customer portal)
- Diagnose, schedule and log repairs right first time.
- Provide a caring, empathetic, friendly, and solution-focused service to all customers and colleagues, recognising diversity and individual needs and preferences.
- Work to and exceed performance targets & KPI's which will include a high-volume of inbound and outbound contacts.
- Quickly and accurately record and update all customer contacts and requests for services, repairs, bookings and appointments using all relevant in-house systems.
- Think independently and creatively, focusing on delivering a good outcome to each contact and a positive customer service demonstrating empathy, resilience and positivity.
- Recommend service improvements and find opportunities to exceed customer standards.
- Be flexible and happy to support other contact centre teams, either in a planned way or reacting to sudden changes or emergencies.
- Meet all individual performance objectives and targets and support colleagues in achieving their objectives and targets.
- Deal calmly and objectively with difficult, irate or abusive customers, focusing on resolving the issue, making decisions whilst considering the customer circumstances.
- Proactively resolve customer complaints as service requests where appropriate or escalate to the complaints team as required.
- Adapt to changing circumstances, seeing change as a positive and encourage others to do the same.
- Actively participate in team meetings, annual appraisals, 1:1s, corporate and team training and individual coaching sessions.
- Support the Customer Repairs Managers by handling difficult calls and assisting less experienced colleagues with queries and with escalated or complaint calls.
- Deputise for Customer Repairs Managers as required by providing floor cover, attending meetings, and taking part in project work to support the continuous improvement of the Service.
- Promote Trustpilot reviews to increase Southern Housing reputation and customer satisfaction scores.

- Embrace, demonstrate & promote Southern Housing culture, HEART values and behaviours, helping create an environment which is supportive and a place where it's enjoyable to work.

What you'll need:

- GCSE level qualifications or equivalent relevant professional qualifications or qualified by experience.
- Excellent PC skills
- Organised with good attention to detail.
- Excellent communications skills, including actively listening, absorbing information, conveying information in plain English, both oral & written.
- Customer-focused
- Able to work quickly and efficiently navigate and manage a range of systems and applications.
- Committed to providing an excellent customer service.
- A positive 'can-do' attitude
- Personal resilience and able to deal positively with challenging customers.
- Flexible and able to work shift patterns which reflect demands of service.
- Can remain calm under pressure.
- Self-motivated, enthusiastic and a team player.
- Experience in working in repairs & maintenance environment (desirable)
- Good understanding of equality and diversity
- Can prioritise work to meet deadlines.
- Able to work productively with other departments.

LT Directorate:	Customer Transactions
Location/ Regions covered by this role:	
Direct reports	
Last updated:	March 2024