

Job Description

Job title: Customer Support Advisor

Accountable to: Customer Support Team Manager

Job Purpose:

Our vision is to have a positive and lasting impact on our customers lives by offering them safe high-quality homes and connected communities. We'll do this by shaping our services around customer, ensuring we deliver right first time, whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative. Working alongside colleagues to achieve our priorities you will commit wholeheartedly to this journey we have embarked upon to create a truly customer focussed culture.

To provide transactional administration support to resolve customer queries through the Customer Service Management Centre across the range of channels we offer, to agreed targets and service levels. Where required make proactive outbound contacts with customers. Customer support queries should be answered right first time, making every effort to ensure the right outcome is achieved in a polite, effective way by utilising relevant information held in our systems and knowledge management system.

You will be responsible for maintaining high data quality in our customer domain, in D365 and other relevant systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Dimensions:

Financial responsibility: None directly

People responsibility: None directly but you will work closely with other members of the Customer Service Management Centre to reach the best possible outcomes for customers

Autonomy: Within the broad direction set by the Customer Support Manager and Customer Support Team Manager, you will have responsibility for providing transactional, first point of contact resolution to customer queries across all customer channels

Key Accountabilities:

- To take responsibility to deliver the right outcome for our customers in a safe and timely way
- Deliver transactional administration support resolution to prevent handoff of customer queries elsewhere in the business in line with targets and service levels
- Offer multi-skilled administrative responses to customer queries across Housing, Garages and Mutual Exchanges, Repairs, Home Ownership that come through the CSMC. (e.g

permissions, application processing, boundary enquiries, tenancy/lease information etc) in line with policies and procedures

- Liaise directly with internal colleagues and external customers to solve problems in a timely, efficient and effective manner. Highlight and respond to all enquires, making sure customers receive a prompt response and are kept informed of progress
- Ability to problem solve to effectively manage all customer contacts within your team with a can-do approach displaying excellent customer care
- Ensure all customer interactions, written and verbal, are clear, display the appropriate levels of empathy and are delivered in a way that aligns with Sovereign's tone-of-voice
- Adept at dealing with both inbound and outbound calls in line with call routing and call blending strategies
- Aligning the service provided to the quality and data protection guidelines
- Respond to all written points of contact in adherence to the quality and literacy standards and guidelines
- Ensure accurate input of relevant data (notes, actions, agreed plans with customers) into relevant systems to build greater view of customer interactions
- Achievement of relevant KPIs based on your service specialism
- Maintain confidentiality at all times, in relation to business sensitive and personal information acquired through work. Ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored and regularly archived in accordance with policy

- Contribute to the development of a positive working environment and team
- Be outcome focused and work with colleagues across the Customer Service Management Centre to seek appropriate solutions for customers to increase customer satisfaction
- Working in alignment with Sovereign Health and Safety policies
- Observe and comply with the Sovereign's policies and procedures for Health and Safety at work and observe and continually promote equal opportunities and customer care in compliance with our aims and objectives
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.

- Holds the Data Steward role for data related to Customer data quality as set out in Sovereign's data landscape
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign's corporate objectives whilst observing Sovereign's policies, procedures, and ways of working
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation

Knowledge & Skills:

- Have a flexible approach to meet business needs and achieving the best possible outcome for our customers
- Be confident, assertive and professional in all interactions with our customers
- Strong communicator combined with excellent oral and written skills to ensure consistent clear communication with our customers
- Be focused on delivering great outcomes for our customers with an ability of handling multiple points of customer contact
- Use empathy to understand the customer's situation and query to be able to agree the most appropriate resolution
- Have a positive attitude towards change to enable you and your colleagues to act quickly
- Take ownership & accountability for actions taken
- Be willing to build good working relations throughout the business
- Applying all training and learning into daily activities
- Create and maintain accurate records and files, performance reports, legal documents, invoices, spreadsheets, and databases in line with our processes. Ensure compliance is upheld in line with GDPR rules. Update records promptly to ensure accuracy. Archive documents in compliance with Sovereign requirements and procedures
- Develop knowledge and skills in practices and procedures of department in order to complete assigned work by asking questions and checking own current understanding of practice. Implement new procedures as directed whilst actively participating in review of the department and personal working practices to suggest solutions and improvements as necessary
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations

Version	Job code	Author	Date created/modified	Effective date
	v1	Paula Dawson	05 Oct 22	