

## Job Description & Person Specification

<b>Job Title:</b>	Customer Experience Advisor
<b>Directorate:</b>	Corporate Resources
<b>Reports To:</b>	Customer Experience Team Leader
<b>Direct Reports:</b>	NA
<b>Purpose of the role:</b>	<p>This role will work with the Customer Experience Team Leader in driving and enhancing our customer/people centric culture, ensuring that customers are heard and understood and receive an outstanding end to end customer journey that ensures we deliver our corporate strategy, live our values, and create proud people matter customer experiences.</p> <p>You will ensure that complaints and customer feedback received regardless of channel are thoroughly and consistently investigated across the group, collaborating with Subject Matter Experts to ensure resolution for customers within SLA.</p> <p>Support the Customer Experience Team in the development and implementation of a multi-channel Customer Experience Strategy and associated policies and roadmap, which reflect the Group's vision and values, and are consistent with statutory regulations and best practice.</p> <p>You will not only promote and provide high quality customer services that meet regulatory requirements, but you will be an enthusiastic and dedicated customer experience specialist with the desire to enhance our customer experiences. You will be tracking all points of customer engagement, addressing customer experience queries, and identifying ways to improve our customer services.</p> <p>You will specialise in either investigations, quality assurance or triage but will be able to work collaboratively with all CX Team Advisors to enable us to effectively manage workloads.</p>

Key Responsibilities	Key Tasks
Core tasks and outputs	<ul style="list-style-type: none"> <li>To support the development, implementation and review of Platform Housing Group's Complaints, Compliments and Comments Policy and associated procedures and guidance notes.</li> <li>To use business/customer insight and customer profile data to deliver and develop the customer experience to ensure all interactions are positive for the customer.</li> <li>Contribute and deliver actions associated with the multi-channel customer Experience Strategy and relevant policies and roadmap, which reflect the Group's vision</li> </ul>

	<p>and values, and are consistent with statutory regulations and best practice.</p> <ul style="list-style-type: none"> <li>• To identify opportunities across the Group to develop and improve services to meet the needs of our expanding and diverse customer base. To ensure prompt resolution of all compensation requests</li> <li>• To ensure that all complaints are investigated and responded to within timescales.</li> <li>• To support the Customer Experience Assistants with filtering of initial enquiries relating to complaints and customer feedback.</li> <li>• To effectively carry out complaint investigations ensuring completion within timescales.</li> <li>• To effectively carry out investigations in response to Councillor/MP enquiries.</li> <li>• To liaise with colleagues across the business in order to ensure the successful resolution of complaints.</li> <li>• To feedback to customers and colleagues on outcomes of complaints using a wide range of methods.</li> <li>• To monitor progress on actions to be completed as a result of complaint investigations, ensuring completion in a timely fashion.</li> <li>• To prepare case files for the Housing Ombudsman Service.</li> <li>• To ensure that learning from complaints is identified and steps taken to ensure that changes to services are driven by the learning outcomes.</li> <li>• To follow up on dissatisfaction identified through organisational customer surveys.</li> <li>• To support and facilitate customer journey mapping to understand the customer experience across all Platform services.</li> <li>• Work with other areas of the business to support them to implement improvements because of customer insight.</li> <li>• Champion customer engagement and customer experience within the wider organisation.</li> <li>• To review correspondence with customers and colleagues to ensure consistency and accuracy of response.</li> <li>• To effectively carry out audits of complaint cases.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• To ensure that you adhere to Financial Regulations.</li> <li>• To ensure value for money in all aspects of service delivery.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Establish, develop, and maintain effective working relationships with customers, contractors, outside agencies and colleagues to ensure an integrated contribution to the customer experience objectives.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide customer experience advice to colleagues, managers and external agencies as needed.</li> <li>• Feedback to colleagues on learning outcomes from complaints and support necessary process changes.</li> <li>• To act as a champion for customer experience within the organisation.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• Identify and support strategies for effective and innovative customer service delivery, including the use of digital methods.</li> <li>• To contribute to relevant Group Policy, Procedure and Process reviews as necessary.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• To maintain, develop and enhance relationships with customers and service teams across the wider Group and relevant external agencies to meet business objectives.</li> </ul>

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

## GENERAL REQUIREMENTS

- To ensure that, where appropriate, maximum use is made of information technology systems within the Department.
- To be aware of and comply with the requirements of all the Group's Policy Documents and Statements.
- To be aware of and apply the principles of Value for Money and Risk Management at a level commensurate with the responsibilities of the post.
- To be responsible for health and safety and welfare of yourself and all staff. Follow health and safety procedures at all times.
- To promote equality, diversity and inclusion in the workplace.
- To comply with the Group's Code of Conduct and the relevant Regulatory Frameworks established by our Regulators.
- To always ensure the confidentiality of information and adherence to data protection requirements in respect of your work.
- To ensure accurate data is always entered onto ICT systems and, where appropriate, complies with the requirements of the Group Data Quality standards.
- The duties and responsibilities detailed above are not an exhaustive list and the post holder will be expected to undertake any other duties appropriate to the

post as necessary or as directed.

Platform Housing Group is committed to safeguarding and promoting the welfare of children and adults within the communities we work in.

## Person Specification

### Customer Experience Advisor

Criteria	Essential/Desirable
<b>Experience</b>	
Educated to GCSE level, or equivalent	E
Has a minimum of 4 years working within a Customer Services/Experience role	E
Experience of working in partnership with colleagues and external stakeholders at an operational level	E
Experience of delivering services in line with formal policies and procedures	E
Experience of introducing or recommending new or improved services	D
Experience in dealing effectively with difficult and sensitive situations	E
Experience of working alongside and influencing teams and processes in order to resolve complex issues	E
<b>Personal Skills/Qualities/Knowledge</b>	
Customer focussed and a commitment to quality, customer service, best practice and best value	E
Has a thorough understanding of the principles of effective customer and community engagement and any relevant legal and regulatory frameworks	E
Understands the importance of using digital methods to engage with customers and seek their feedback	E
Ability to work on own initiative with first class organisational skills, to manage constant (and often conflicting) demands	E
Commitment to working as part of a team, and willing to work collaboratively with others at all levels	E
Ability to relay accurate information in a timely manner to customers, colleagues and partners in a variety of formats including verbal and written	E
Ability to deal sensitively and professionally with a wide variety of customers to provide an individual tailored service	E
Demonstrates a 'can do' attitude towards work	E
Able to convey information and ideas effectively and persuasively	E
Ability to complete work to a 'right first time' standard	E
Is a good listener	E
Strong interpersonal and networking skills, with the ability to inspire, influence and motivate a wide range of people	E
Excellent problem solver with good negotiation skills	E
Is non-judgemental and has the ability to remain impartial	E

Respectful of individual needs, and responds in a positive and supportive manner to all customers, colleagues and partners	E
Ability to deal with sensitive and controversial issues in a professional manner	E
Ability to stay calm under pressure	E
Is enthusiastic and proactive	E
Is innovative and creative	E
Is numerate and literate	E
Ability to write and present reports	E
Continually seeks improved ways of working and commits to achieving Value for Money	E
High level IT skills, particularly in MS Office products	E
Has an excellent understanding of equality, diversity and inclusion matters	E
Has a good understanding of the legal and regulatory framework relevant to Housing	D
Is an advocate for change	E
Will act as an ambassador for Platform Housing Group	E
<b>Other requirements</b>	
Driving licence and use of own vehicle to be able to attend meetings with customers and partners, and attend other Group offices.	E
Ability to travel between offices as necessary	E
Flexibility of working hours.	E
DBS	E

**\* E = Essential criteria / D = Desirable criteria**

Early applications are encouraged as often we experience a high volume of interest for posts. We will review applications on a regular basis and once we have received sufficient applications, we reserve the right to bring forward the closing date.