

Job description and person specification



Job Title:	General Enquiries Advisor
Level:	Team member
Grade:	£29,218
Team:	Customer Experience Team
Reporting line:	General Enquiries Team Leader
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a General Enquiries Advisor, I will deal with enquiries arising from the first point of contact. These will include diagnosing repairs queries in order to prioritise and book responsive or emergency attendance. I will also be dealing with housing, rent, tenancy management, estate and other general enquiries within the role. I will act as an expert, providing an outstanding service and experience to customers contacting Phoenix by telephone. My focus will be to offer first time resolution and resolve queries without the need to transfer these queries across the business.

In my job I will:

Provide a responsive service to customers contacting us by telephone, consistently striving to handle customer enquiries at the first point of contact whenever possible.

Use my knowledge and skills and to give accurate, relevant information in response to general enquiries and repair queries/appointments ensuring accuracy when recording conversations and interactions with residents.

Utilise Phoenix IT systems and be competent in the use of Orchard, DRS and CRM technology for the control and delivery of daily works.

Use careful questioning, knowledge and understanding of repair issues to diagnose faults and accurately log repairs orders and technical inspections.

Maximise the customers' experience by building relationships with customers, embracing their diversity and tailoring the service to meet individuals' needs.

Work closely with the Housing Management Team to develop a telephone based service which connects with the visiting service offered by Housing Officers.

Handle a wide range of customers' enquiries effectively, providing accurate information and handing over more complex/specialised enquires to service teams when appropriate.

Ensure that commitments to customers are kept within the agreed timescales and take the appropriate approach to follow up actions to keep customers updated.

Ensure that calls are handled in line with our published targets and SLAs.

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Solve expressions of dissatisfaction swiftly and effectively, liaising with relevant staff when necessary and exercising judgement to decide when a matter needs to be handed off to a service team.

Maintain and accurately record reasons for calls and offer first time resolution where possible.

Keep abreast of our policies, procedures, regulatory and statutory regulations and what is going on across the organisation, translating this information in response to a wide range of queries.

Contribute ideas and suggestions to the General Enquiries Team Leader with the aim of improving our services.

Behave in a manner that reflects our standards and consistently champions these standards within the team.

Promote and demonstrate the use of new technology, social media and customer access channels.

Be friendly and professional at all times; adapting approach and style to meet customers' needs.

Maintain a team spirit; working flexibly, providing cover for colleagues when necessary

Respect customer confidentiality by only disclosing information to authorised people taking into account of the General Data Protection Regulation

Undertake training and development activities as necessary to fulfil the requirements of the role.

Act in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations at all times.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required. Specifically this will mean that General Enquiries Advisors are required to support the Front of House Team in some circumstances.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria
Experience, Knowledge, Understanding	<p>Experience of working in a customer focused environment, dealing with customers from a variety of backgrounds</p> <p>An understanding of what constitutes excellent customer care and service delivery</p> <p>An understanding of office and administrative procedures</p> <p>Understanding of scheduling systems and proficient in the use of Orchard and DRS desirable</p> <p>Understanding of repairs diagnostics, repair priorities and repairs planning</p> <p>IT Literate and has experience of CRM, EDRM, and Microsoft Office applications.</p> <p>Knowledge of the General Data Protection Regulations</p> <p>Experience of dealing with housing related issues and safeguarding</p>
Education & Qualifications	<p>Good written and numerical skills – GCSE or equivalent English and Maths desirable</p> <p>Educated to 'A' Level standard or equivalent</p>
Skills	<p>Excellent interpersonal skills</p> <p>Excellent customer care skills</p> <p>The ability to absorb new information quickly</p> <p>The ability to work methodically</p> <p>The ability to keep calm under pressure</p> <p>Excellent ICT skills</p> <p>Good organised skills</p>
Equality and Diversity	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.