



Job Title:

Customer Access Advisor

Department:

Contact Centre

Reporting To:

**Customer Access
Team Leader**

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living's goals and objectives.

How your role will contribute to Magenta Living's Purpose, Vision & Values:

Our Purpose:

Empowering people is our purpose.

Our Vision:

We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.

Our Values:

'Do the Right Thing.'

This is the thread that weaves our actions, decision-making, and connections.

- Act as first point of contact for customers, handling queries, concerns and requests, striving to always Do the Right Thing.
- Provide seamless and exceptional customer service to all our customers, ensuring that every interaction enhances their experience.
- Deliver service through a variety of communication channels, such as telephone, live chat, emails and social media, resolving issues promptly.
- Providing expert advice on housing services, repairs, rent payments, emergencies and tenancy issues.
- Addressing complaints with empathy and keeping customers feeling heard and supported.
- Working together with various teams across the organisation to ensure smooth operations and appropriate actions.
- Meeting departmental targets, including average handling times, call quality, customer satisfaction scores, and other KPIs to ensure a seamless and effective service.
- Operate and update all relevant systems accurately, ensuring customer information is correctly captured and databases are kept up to date.
- Assist with the training and coaching of team members and provide support when needed.

At **Magenta Living**, our **Purpose, Vision & Values** aren't just words that sit on a page.

They serve as a constant reminder of **why we do what we do**.

*Let's all **#BeMoreMagenta**.*



What you will bring to us:

Essential Skills & Experience

- Ability to adapt in a dynamic, changing work environment.
- A natural problem solver with a passion for customer service.
- Empathy is your superpower – you truly care about helping people.
- Experience in a contact centre or customer-facing role.
- Ability to keep calm under pressure and think on your feet.
- Skilled in managing workloads and meeting performance targets.
- Desire to bring energy, enthusiasm and a positive vibe to the workplace.
- Flexibility to work varied shifts, including weekends, Bank Holidays, and during the Christmas period if needed.

Education & Qualifications

- Relevant customer service or business administration qualifications would be advantageous.
- Tech-savvy and quick to learn new telephone-based systems.

This role is not subject to a mandatory DBS check.

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