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| **Job Title:** | **Customer Access Advisor** |
| **Responsible to:** | **Team Leader** |
| **Purpose, Vision and Values and what that means for your role.** | |
| **Our Purpose:** Our goal is to empower people by working together, supporting, teaching, and guiding each other. This collaboration helps everyone build the knowledge and confidence needed to face challenges. By uplifting each other, we extend this empowerment to our customers, ensuring we provide outstanding service to the communities we serve.  **Our Vision:** We believe in "opening doors" for our customers, creating opportunities and removing barriers that stand in their way.  **Our Values:** We believe in "doing the right thing" in every decision we make, making sure our actions align with our purpose, vision, and values, and that everyone feels safe and supported. | |
| **Main Purpose of the Job**  As a Customer Access Advisor, your main goal is to provide seamless and exceptional customer service to all our customers, ensuring that every interaction enhances their experience. You will deliver high-quality service through various communication channels, resolving issues promptly and efficiently. Your focus will be on providing effective outcomes by meeting performance standards and aiming for first-time resolution in every case.  **Job Responsibilities**   * **Customer Service:** Respond to customer inquiries via phone, email, social media, and other communication channels, ensuring high levels of service and adherence to set quality standards, procedures, and response times. * **Performance Goals:** Work proactively to meet departmental targets, including average handling time, availability, call quality, customer satisfaction surveys, and other performance metrics. * **Issue Resolution:** Identify the type of customer inquiry, assess their needs, and take appropriate action on a variety of issues such as repairs, housing services, income, emergencies, and support services. * **Accurate Information:** Use all available resources to provide accurate solutions or updates to customers’ inquiries and requests. * **System Updates:** Operate and update all relevant systems accurately, ensuring customer information is correctly captured and databases are kept up-to-date. * **Outbound Communication:** Handle outgoing communication when needed, including contacting contractors, technicians, and customers for surveys or follow-ups. * **Complaints & Feedback:** Conduct investigations to resolve service inquiries, complaints, and compliments, ensuring all relevant systems are updated within agreed procedures and timeframes. * **Social Media Management:** Manage and respond to queries on the social media platforms used by Magenta Living, always representing the organisation in a professional manner. * **Internal & External Initiatives:** Participate in Magenta Living’s internal and external initiatives, representing the service as required. * **Training & Support:** Assist with the training and coaching of team members and provide support when needed. * **Emergency Planning:** Take on an agreed role in Magenta Living’s Emergency Plan, contributing to a swift and effective response when required. * **Performance Reviews:** Actively engage in performance reviews, staff meetings, and Magenta Living’s Personal Development Programme. * **Skills Development:** Work with the Team Leader to maintain and develop your skills through continuous learning and skills assessments. | |
| **Competencies**   * Ability to adapt in a dynamic, changing work environment. * Strong communication, prioritization, and problem-solving skills. * Good organization, time management, and the ability to prioritise tasks. * Proficiency in ICT (Information and Communications Technology) systems. * A genuine passion for delivering excellent customer-focused service. * Ability to manage workloads effectively and meet performance targets. * Understanding of the principles of Equality & Diversity. * Ability to work independently without direct supervision. * Commitment to demonstrating behaviours aligned with "The Magenta Way." | |
| **Experience**   * Experience working as part of a team. * Familiarity with frontline technical systems, including hardware and software. * Experience in maintaining service procedures and standards in line with quality assurance requirements. * Proven experience working in a fast-paced, customer-focused environment. | |
| **Qualifications**   * Desirable: Holder of or working towards a relevant technical or customer service qualification. | |
| **Special Requirements**   * Flexibility to work varied shifts, including weekends, Bank Holidays, and during the Christmas period if needed. | |

**Key Expectations for All Employees**

* Be flexible in approach, ideas, and behaviour.
* Work well within a team, building positive relationships.
* Embrace and respond positively to change.
* Show courtesy and respect to customers, external agencies, and colleagues.
* Adhere to company policies and procedures at all times.

This job description outlines the core responsibilities and expectations for the role of Customer Access Advisor. It is not exhaustive and may evolve over time due to changes in legislation, service improvements, or project work. You will be supported in any new duties to ensure you can carry them out effectively.