

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Customer Services Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Customer Services Assistant Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>N/A</b>
<b>DEPARTEMENT/ SECTION:</b>	<b>Customer Services, Customers and Communities</b>
<b>SALARY (£):</b>	<b>G6</b>

<b>MAIN PURPOSE OF THE JOB</b>
Ensuring the successful delivery of services to customers.

<b>KEY RESPONSIBILITIES</b>
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Contribute to the ‘one team’ approach throughout Adra, providing a consistent service to tenants and assistance to colleagues throughout the organisation as required.</li> <li>• Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.</li> <li>• Ensure that performance targets are met relating to the allocated area of work.</li> <li>• To ensure effective communication and working relationships with colleagues across Adra services, and external agencies/ organisations.</li> </ul> <p><b>Business Development</b></p> <ul style="list-style-type: none"> <li>• Be involved in undertaking effective consultation with tenants and other relevant stakeholders.</li> <li>• To communicate effectively with customers, staff and other appropriate stakeholders.</li> </ul> <p><b>Performance and Quality</b></p> <ul style="list-style-type: none"> <li>• To ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.</li> <li>• Adhere to Health, Safety, Quality and Environment policies and practices.</li> <li>• To provide accurate statistical and appropriate information as required and within set timescales</li> </ul> <p><b>Other</b></p>

- To make effective use of Information Technology within the service.
- To adhere to Adra policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

## PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
<b>Education &amp; Qualification</b>	Good standard of education (equivalent to 3 GCSEs Grade C or above)	Evidence of continuous professional development	Application Form and Certificates
<b>Relevant Experience</b>	Experience of working within a customer facing environment Experience of delivering services to customers Able to identify, assess and resolve problems innovatively and quickly		Application Form and Interview
<b>Job related Knowledge</b>	Knowledge/experience of Customer Services systems and procedures.	Knowledge of current Housing and Welfare legislation.	Application Form and Interview
<b>Job related Skills</b>	Good written & verbal communication skills. Ability to communicate effectively with customers, staff and managers. Good organisational, administration and IT skills. Able to demonstrate a positive attitude to change. Self-motivated, positive, able to work under pressure and confident in decision making	Ability to contribute confidently to group discussions. Excellent interpersonal skills.	Application Form and Interview

<b>Other</b>	Willingness to work outside of normal office hours when required. Committed to continuous improvement.	Ability to deal with diversity amongst customers and meet their needs effectively. In possession of a full UK driving licence.	Application Form and Interview
<b>Language</b>	Fluent in spoken and written Welsh and English language		Application Form and Interview