



Job Description

Job Title: Customer Service Advisor

Reports to: Customer Contact Centre Team Manager

Based at: Burnet Road, Norwich

Key objectives of role:

1. To provide an excellent service to customers telephoning the Contact Centre resolving queries at the first point of contact, ensuring that customers receive a prompt and courteous service.
2. To answer all calls politely, quickly and efficiently and in accordance with specified call answering targets, ensuring full compliance with GDPR procedures.
3. To accurately log details of all calls for new and existing jobs in accordance with policy and procedure, ensuring appropriate liaison with stakeholders and necessary action is taken, or escalated to progress jobs.

Main responsibilities:

1. Achieve productivity and quality targets as set by your manager
2. Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
3. Take personal responsibility for seeking value for money opportunities to get service right first time.
4. Understand and use measures to enable continuous improvement.
5. Take personal responsibility for the understanding and application of the Flagship Way by the team and individuals and striving for continuous improvement.
6. To take personal responsibility for demonstrating the aims of the Flagship Equality and Diversity objectives.
7. Ensure that IT Security and Data Protection Legislation is adhered to at all times.

8. Actively support Flagship Group's E,D & I policy to ensure that all customers/residents and colleagues within the Group are treated fairly, with dignity and respect.

Person-Profile:

Selection Criteria: A = Application Form T = Test/Personality Profile I = Interview D = Desktop or other practical exercises		Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience:			
Proven experience in phone based customer service role		D	A
Use of Microsoft Office packages, particularly Excel, Word and Outlook		D	A
Qualifications:			
NVQ in Customer Service		D	A
Educated to GCSE Level		D	A
Skills:			
Good verbal and written communication skills across all levels		E	I
Outstanding customer service skills; empathy, understanding, probing and explaining		E	I
Ability to think laterally and work independently when required		E	A



Our Values

Our people and our customers are at the heart of everything we do here at Flagship Group. We have a set of values that we all work towards to ensure that we achieve our purpose of providing homes for people in need. These values are:

Great People Doing Great Things

You make this place great. Which is why we trust you to do the right thing. We give you the freedom to be creative, solve problems, to have fun and work smarter.

The responsibility lies with you, although we are all here to help if you need it. Don't be afraid to try new things; some of our best learning comes from our greatest mistakes.

We are all adults so let's show mutual trust and respect by listening to each other and keeping messages clear and simple.

We put people first and keep people at the heart of everything we do and value their differences.

We treat our money like it's our customers' money - they pay our wages after all. Remember that our time and resources cost money too.

Relentlessly Improving Performance

You make this place better by reducing complexity and unnecessary work, always looking for a better way of doing things. We do this by using our Flagship Way methodology of understanding what is happening when we do our work and making improvements where we can, in a clear and consistent way. We will give you the tools and support to understand and improve things.

We are all part of the same company, with the same purpose, so let's work together as one team to make things happen and achieve results.

Delivering Outstanding Customer Service

Delivering an outstanding customer service is an aim for us all. Whoever your customer is listen to them, respect them and treat them well.

We need to support our frontline, so they can do the best job possible for our customers. Make your service "stand out" in everything you do; remember, it will all impact on our customers' homes and lives.

We enjoy and take pride in our work and we say what we mean and mean what we say. We love what we do and why we do it.