



Job Title: Customer Service Assistant (Hubs)
Grade: Y4
Reports To: Customer Service Team Manager
Number of Reports: Nil

Key job element

- A passion for serving customers in a predominantly face to face environment, to deliver outstanding customer services that resolve as many interactions as possible at the first point of contact
- Handle verbal and written customer enquiries across a range of channels
- Build rapport to understand customer needs and suggest appropriate solutions
- Remain calm and make decisions in a challenging environment
- Show empathy to de-escalate difficult situations
- Record outcomes and update systems, including CRM with accurate information
- Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity
- Liaise with internal and external stakeholders and build constructive relationships which make it easier to do business with
- Target driven to achieve a range of KPIs
- Contribute towards a positive, performance driven customer service culture
- Adhere to the organisations policies and procedures
- Support the organisations strategic goals
- Ready to support telephony and digital channels across several locations as required
- Willing to undertake any qualifications/training deemed relevant to the post

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Can evidence outstanding customer service, communication, empathy and rapport building skills
- Able to remain calm and make decisions in a challenging environment
- Comfortable in a target driven face to face environment
- Able to diffuse difficult situations and prevent complaints reaching escalation point
- Shows respect for people with different needs and back grounds
- Strong written skills to update various systems and serve customers across a range of channels
- Ability to use and navigate various IT systems at ease
- Demonstrates flexibility to ensure amazing customer service

Desirable Criteria

- Customer service experience in a face to face environment would be a significant advantage
- Experience of other customer service channels such as digital and telephone

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- Experienced and embraced change within an organisation
- All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being “prepared, willing, eager and prompt”.

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude