

Job Title: Customer Experience Advisor

Grade: Y4A

Reports To: Customer Experience Lead

Number of Reports: Nil

#### Key job element

- A passion for delivering outstanding customer service whilst dealing with customer complaints and compliments in a multichannel environment.
- Take responsibility for reviewing and resolving the complaint - take ownership of complaints from start to finish.
- Liaise directly with complainants. Ensure the customer is kept up to date throughout the process. Maintain clear and timely communication with the customer to manage their expectations and keep them updated on the status of their complaint.
- Build effective working relationships with internal and external stakeholders to ensure customer needs are met.
- Be an ambassador for improving the customer experience by seeing through the eyes of the customer.
- Ensure complaints are handled in line with YHN's policies and procedures.
- To undertake any other duties as and when required to support the delivery of service.

#### Person Specification:

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

##### Essential Criteria

- Excellent customer service, empathy and rapport building skills with a diverse range of customers.
- Confidence in making decisions in a busy environment.
- Ability to establish and develop strong relationships throughout the organisation
- Problem solving/Logical thinking
- Excellent communication skills both written and verbal
- Proactive and solutions driven approach
- Able to multitask and meet deadlines.
- Computer literate, experience of using PC's to input and extract data and familiar with use of Microsoft Windows and Office software.

##### Desirable Criteria

- Knowledge of complaint handling policy and procedures
- A proven track record of handling customer complaints
- 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:*

<p><b>Be ready - together we're prepared for anything:</b></p> <p>This value is about being "prepared, willing, eager and prompt".</p>
<p>behaviours we expect are:</p> <ul style="list-style-type: none"> <li>• Take responsibility to keep up to date</li> <li>• Take ownership</li> <li>• Make best use of time and resources</li> <li>• Own your development and that of others</li> <li>• Work as one team cooperatively</li> <li>• Be prepared to contribute</li> <li>• Be organised and on time</li> <li>• Share information, knowledge and good practice</li> <li>• Be adaptable and flexible</li> </ul>

<p><b>Be amazing – we'll exceed expectations</b></p> <p>This value is about being "passionate, impressive, excellent and progressive".</p>
<p>behaviours we expect are:</p> <ul style="list-style-type: none"> <li>• Care about people and YHN</li> <li>• Take pride in what you do</li> <li>• Behave with sincerity and integrity</li> <li>• Be your best and inspire others to be theirs</li> <li>• Do right by our customers</li> <li>• Have a desire to make things better and improve lives</li> <li>• Be an advocate for YHN</li> <li>• Learns from mistakes</li> </ul>

<p><b>Be revolutionary – have courage and be bold</b></p> <p>This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".</p>
<p>The behaviours we expect are:</p> <ul style="list-style-type: none"> <li>• Prepared to be different</li> <li>• A positive influence on others</li> <li>• Consider and think of imaginative solutions</li> <li>• Decisive and unafraid to do what's best</li> <li>• Prepared to challenge constructively</li> <li>• Open-minded, tries to say 'yes' more than 'no'</li> <li>• Supports and promotes change</li> </ul>

**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