



## Apprentice Contact Centre Advisor

This guide contains information about joining our Contract Centre Apprentice Programme.



# About our Contact Centre

The Contact Centre is the first point of contact for residents reaching out to us about their repairs or residential enquiries.

Our Contact Centre Advisors plays a vital role in delivering exceptional customer service. They provide accurate advice and information through multiple communications channels, including telephone, email, web chat and written correspondence.

As our next Apprentice you will embody our values by **Being kind, Doing the right thing, Loving new ideas, Celebrating diversity, Keeping our promises, and Pulling together** to ensure every interaction reflects our commitment to supporting and empowering our resident and internal customers.

## The role:

As an **Apprentice Contact Centre Advisor**, you will support our residents in a collaborative way around a variety of aspects of their tenancy or leasehold.

- Handle Residents Contact
- Complaints
- Record Keeping
- Information Gathering
- Service Follow-Up
- Resident Communication
- Quality Advice
- Teamwork and Targets

Some of the key impacts of the role include:

- Handle resident enquiries through various channels (calls, emails, live chat, social media), ensuring a seamless experience.
- Provide accurate and timely information on services, with a focus on resolving issues at first contact.
- Escalate complex or sensitive queries to specialised teams as appropriate (e.g., Complaint Investigators or Resident Wellbeing).
- Maintain up-to-date knowledge of services, policies, and procedures to ensure accurate advice is given to residents.
- Collaborate with colleagues across the Contact Centre and Complaints teams to share insights and feedback for service improvement.

## Meet our Apprentice Contact Centre Advisor - Naima



### A day in the life of an Apprentice Contact Centre Advisor

At the Contact Centre, our days start with checking for any updates from the previous day, this includes emails, Teams, The Vine and The Knowledge Base (Daily Briefings).

Once we are up to date with any important alerts and updates, we start to take calls to assist our residents, colleagues and contractors with any queries they may have. These calls can range from paying rent, to raising a repair, chasing a complaint or dealing with a sensitive anti-social behaviour issue between neighbours.

No two calls are ever the same but there is always support available from Team Leaders if you're stuck. On some days your team leader will plan time off the phones for you to do any E-Learning courses you have outstanding as well as also planning monthly 1 to 1's to discuss your progress, go over calls and arrange extra support if you need it.

Knowing that you make a difference and can really turn a tenant's day around is the biggest motivator for me, our days can be challenging, but equally rewarding.

#### ***What motivated you to apply for this apprenticeship, and how has it met your expectations so far?***

*Interested in entry level qualification after university to get into work. Not knowing what office and contact centre was like. Really enjoying the experience and learning about social housing from a landlord perspective.*

#### ***How has this apprenticeship helped you develop your skills and confidence in customer service, and what support have you received along the way?***

*The apprenticeship has helped me with problem solving skills, improved my quick thinking and communication skills. Learning time management and working towards targets has been a big help. It has given me confidence in phone communication and speaking with people.*

*Team leaders have been a good support with questions. As well as Amber from the Academy Safeguarding team and Skills Trainer Sarah.*

***What have been the most valuable aspects of the apprenticeship for you, and how do you think it has prepared you for a future career?***

*Sarah and Amber's mentoring and showing that they care and listen when I've needed help.*

*This has given me confidence in applying for jobs I may not have thought of in the past, now I know more about social housing and repairs.*

*Hands on experience with answering the phones and support I have received from the Contact Centre has helped me to improve my customer service skills, problem solving skills, planning and time management. It has also been good to work towards targets and manage myself to achieve these.*

***What advice would you give to someone considering applying for an apprenticeship in the Contact Centre, and what do you wish you had known when you started?***

*Make sure you understand what the role is and that it is something that will benefit you.*

*I wish I knew more about the intricacies of social housing and repairs, as the job is not just customer services but learning all the aspects of the housing industry.*

## **How to get to our Contact Centre in Pitsea.**

**Location:** Pembroke House, 11 Northlands Pavement, Pitsea, Essex, SS13 3DU

You can get there by public transport:

- Bus: nearest bus stop "Pitsea Market".
- Rail: C2C "Pitsea Station"

## **Our benefits**

We provide a package of salary, leave, working arrangements and benefits, including pension, to enhance the working lives of our colleagues and support their wellbeing.

- Up to 30 days' annual holiday plus bank holidays
- Annual flexible benefits scheme
- Retail discounts at thousands of online and instore retailers for fashion, electric, food and drink, gadgets, health and beauty, home and garden, motoring, theme parks and more!
- Free monthly lottery draw – just enter your numbers every month for the chance to win £3,000 jackpot.

- Competitions – free to enter with great prizes.
- A chance to use cycle to work scheme, get season ticket loan and eyecare vouchers through salary sacrifice.
- A regular chance with win box seats to events at the Royal Albert Hall
- We offer competitive salaries that are benchmarked regularly against current market rates.
- Up to 10% pension contribution matched 1:1.
- Free anonymous 24/7 counselling service

## What does the Candidate Journey look like?

### Application

First, we invite you to complete our short online application form, where you'll share a little about yourself. We're keen to learn some basic details, like your contact information and what inspires you to join our **Contact Centre Apprentice Programme**.

As part of this, we'll also ask a few simple questions to check your eligibility for the programme, which is funded through the **Apprenticeship Levy**. Don't worry—this is just to ensure we can support you on your journey with us.

### Stage one, your first step toward an Apprenticeship.

This stage is all about getting to know you! You'll have the opportunity to **showcase your enthusiasm and potential** for the role through a **virtual MS Teams Interview**.

We want to hear about **your motivations, strengths, and how you approach different situations**—there are no trick questions, just a chance for you to tell us more about yourself.

If successful, you'll move on to the next stage, where we'll meet you in person to explore your skills further.

### Stage two, your Assessment Day Experience.

Our **Assessment Day** is designed to help us get to know you better in a **friendly and supportive environment** while giving you the chance to experience what it's like to work in our **Contact Centre**.

## Here's what to expect:

- ❖ **Contact Centre Tour:** To help you get a feel for the environment, we'll show you around our **Contact Centre**, so you can see where you'd be working and meet some of the team.
- ❖ **Call Observation Task:** You will have the opportunity to observe real calls handled by our Contact Centre Advisors. This will give you valuable insight into the day-to-day responsibilities of the role, allowing you to see firsthand how we support our residents with their enquiries and concerns. During this session, you will listen in as our experienced advisors handle a range of calls, from repair requests to general housing queries. You'll get a sense of the skills required—such as active listening, problem-solving, and empathy—and how we apply our values in every interaction. This is also your chance to reflect on whether this role is the right fit for you. We encourage you to take notes, ask questions afterward, and consider how you would approach similar situations if you were in the advisor's position.
- ❖ **Face to Face Interviews:** We want this to be a **positive and engaging experience**, so just be yourself, take a deep breath, and enjoy the process!

## Stage Three – You're Nearly There!

If you are successful at each stage of the selection process, you will then complete the final step before starting your apprenticeship. Our Academy will carry out the **apprenticeship programme** eligibility activities, which include the **BKSB assessment and Skills Scan**. These activities help ensure that the apprenticeship is the right fit for your development and learning needs.

## Getting Ready for Your Interview

### Be kind

We want to understand how you would support residents with a range of needs, including those experiencing **frustration, distress, or vulnerability**. You'll be asked how you would respond to residents who may be anxious, upset, or struggling with issues such as repairs delays, financial difficulties, or personal challenges.

We will ask for examples or scenarios where you have demonstrated **patience, empathy, and emotional resilience** when helping someone in need.

You'll also be asked to reflect on how you know you are providing **great customer service**—what does a positive interaction look like to you, and how do you ensure every resident feels **heard and supported**?

## Do the right thing

We will explore your understanding of **responsibility and integrity** when supporting residents. You'll be asked to consider **how you would handle a challenging situation**, such as a resident expressing frustration over an unresolved issue.

Professional boundaries are key in customer service, so we'll ask how you would remain **professional and fair**, even in difficult conversations.

We'll also discuss **problem-solving skills**, asking you to describe a time when you had to **make a fair and balanced decision** or take extra steps to ensure someone received the right support.

## Pull together

Our Contact Centre thrives on **teamwork**, and we want to hear how you work well with colleagues, contractors, and other teams to deliver the best possible service for residents.

You'll be asked how you would **communicate effectively** with different teams to resolve an issue, particularly when a resident's query requires input from multiple departments.

We'll also ask about your **time management skills**—how would you prioritise tasks if you were dealing with multiple resident requests at the same time?

## Keep our promises

We want to understand your **commitment to delivering an excellent service** and ensuring residents feel valued and respected.

You'll be asked about **taking ownership**—for example, how would you follow up on a resident's concern to ensure it's resolved in a timely manner?

We'll explore how you would handle **service delays or setbacks**, ensuring residents **receive clear, honest communication** and feel reassured that their issue is being addressed.

We'll also ask how you keep yourself accountable and ensure you **see tasks through to completion**.

## Celebrate Diversity

Our residents come from all backgrounds, and we want to understand how you approach **inclusion and diversity** in customer service.

We'll ask how you would respond if a resident felt they were being treated unfairly due to their background, culture, or personal circumstances.

You'll also be asked to share examples of **how you've worked with people from different backgrounds**, ensuring that everyone feels respected and included.

Empathy is key, so we'll explore how you **adapt your communication style** to meet the needs of different residents, including those who may need additional support.

## Love new ideas

We are always looking for ways to improve the resident experience, and we want to hear about times when you have **suggested or embraced** a new way of doing things.

We'll ask how you handle feedback and change, for example, how you would react if a process changed within the Contact Centre.

You'll also be asked about your **problem-solving mindset**—how would you deal with a resident query where there is no straightforward answer? Would you look for alternative solutions or escalate the issue?

Finally, we want to understand how you stay **positive and motivated in a fast-paced environment**, even when challenges arise.



**Do the right thing**



**Pull together**



**Celebrate diversity**



**Love new ideas**



**Be kind**



**Keep our promises**