

**Job title:** Apprentice Contact Centre Advisor

**Line manager:** Team Leader (Contact Centre and Complaints)

**Grade (if applicable):** National Living Wage

**Direct reports:** none



## Role purpose:

To act as the first point of contact for residents, handling enquiries across multiple channels and delivering a high level of service. You will be supporting residents with queries related to services, housing, and complaints, ensuring that their issues are resolved effectively and promptly.

## Key results:

- 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.
- Use CRM and other tools to document all resident interactions and ensure accurate records are kept.

## Success metrics:

- **First Contact Resolution:** Percentage of resident inquiries resolved on the first interaction (across all channels).
- **Response Times:** Timely responses and resolutions of resident enquiries in adherence to SLAs.
- **Resident Satisfaction:** High resident satisfaction and good feedback on support provided.
- **Effective Resolutions:** Effective solutions provided for issues raised.

## Level 3 Customer Service Apprenticeship:

As part of your 15-month apprenticeship you will:

- Dedicate at least 20% of your working hours to training or studying by attend training sessions, workshops, and meetings to gain essential knowledge in the field.
- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding of business administration.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal

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growth and skill development.

- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship. If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will also be required to complete these qualifications during your apprenticeship.

## About you:

### You will be:

- Customer-focused: Passionate about delivering excellent resident service and improving the resident experience.
- Adaptable and flexible, able to operate in a dynamic environment with competing priorities.
- Resilient and composed, particularly when managing escalated or complex resident issues.
- IT Proficient, able to use IT systems to record and access information efficiently.
- Able to remain calm and effective when dealing with distressed or aggrieved callers, striving to do the right thing.
- Team player, with a strong sense of responsibility for individual actions, celebrating diversity and collaboration.
- Proactive in addressing potential complaints to prevent escalation, keeping our promises to residents.
- Professional, when handling and refusing requests whilst maintaining high standards of resident care.

### You will have:

- Some experience of working in an environment that involves diverse communication methods, and a high standard of performance would be desirable
- Commitment to delivering excellent resident care, even in challenging times.
- A positive, friendly approach to resident interactions, embodying our values of kindness.
- Excellent communication skills, both verbal and written, across telephone and digital platforms.
- Organisational and time management skills, with the ability to deliver against SLAs.
- Excellent problem-solving skills

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