

TRAFFORD HOUSING TRUST ROLE PROFILE – CUSTOMER EXPERIENCE LEVEL 4

CUSTOMER EXPERIENCE

Operational roles focused on providing excellent customer services directly, including front line advisory roles.

ROLE PURPOSE

Jobs at this level provide directly, or assist with, the provision of specialist/ technical service advice to a group of internal or external customers (geographical and/ or customer group). Managing their own workload, job holders are expected to give advice, often working with other Trafford Housing Trust services and possibly partner agencies. A good understanding of the service area is required to tailor services and meet challenging quality, analytical and information recording standards. They have accountability for meeting service plan targets on a monthly basis.

ACCOUNTABILITIES

1. Deliver services either directly to customers or contribute to customer support services in a specific customer or geographical area to help deliver high quality services.
2. Individual contributor, providing support and services across a service or geographical area.
3. Provide support and guidance to colleagues and customers, communicating technical and practical information to ensure positive outcomes for customers.
4. Work within defined objectives and agreed service standards whilst tailoring service delivery in response to the needs of colleagues and customers.
5. Build a professional reputation and strong working relationships with colleagues and customers to enhance the quality and reputation of the service provided.
6. Operate and maintain internal systems and procedures in line with internal policies, identifying service improvements and efficiencies where appropriate and maintaining required administrative systems.
7. May be required to deliver training and share information and best practice and standardise methods.
8. Provide timely collection and simple analysis of internal data and escalating any issues to senior managers.
9. Maintain an awareness of other departments, service areas and customer needs and collaborates closely with colleagues, partners and customers to enhance service provision.

SKILLS, KNOWLEDGE & EXPERIENCE

- Excellent customer service skills
- Relevant practical work experience in a customer focused environment
- Strong communication and relationship building skills
- Knowledge of service delivery
- Detailed knowledge of service related working systems, equipment and/or software
- Data collection and analysis skills
- Experience of working within a fast-paced team environment.
- Ability to identify the needs of others and provide support and guidance

THT Behavioural Competencies

Level

Customer Focus	Tactical
Problem Solving	Operational/Tactical
Initiative & Innovation	Operational/Tactical
Planning & Project Management	Operational/Tactical
Communication & Influencing	Operational/Tactical
Adaptability & Embracing Change	Tactical
Effective Team Working	Tactical
Self & Team Management	Operational/Tactical
Coaching & Team Development	Operational/Tactical
Emotional Intelligence	Operational/Tactical

THT VALUES

Trust:

- Building relationships based on openness, honesty and respect
- Keeping our promises and working collaboratively

Innovation:

- Motivated by creating a fairer world
- Responding to society's challenges
- Never constrained by past ways of working

Impact:

- Caring about the difference we make
- Demonstrating accountability and acting responsibly

Name:	Date:
Job Title: Alert & Response Technician	Line Manager: Simone Lovelock
Directorate: Independent Living	Title: A&R Team Leader
Key Responsibilities / Tasks of Role: <ol style="list-style-type: none"> 1. Excellent communication and Customer Service skills <ul style="list-style-type: none"> • Based in our Control Room, deal with enquiries from the customer hub and our tenants keeping the organisation informed on actions through open housing. • Taking incoming calls from telephone or Telecare sensor activation on our call handling system (Jontek) • Dealing with emergency calls in a timely and professional manner according to policy and procedure • Maintain accurate records and only use data in line with the organisations data protection policy. 2. Completing Assessments <ul style="list-style-type: none"> • All assessments to be recorded on Jontek in line with policy and procedure. • Assessments are to be carried out using the assessment form provided • Ensure that relevant agencies are kept informed of any actions and progress of the assessments. 3. Completing Installations <ul style="list-style-type: none"> • Telecare installations and/or repairs must be installed as per policy and procedure • Use of power tools and/or ladders will be required. • Following installation, test calls to be triggered to Control Room • Monitor stock levels and request order as necessary. • Clean and test equipment ready for re-use. 4. Carrying out Reviews to equipment and customer need <ul style="list-style-type: none"> • Reviews to be carried out six monthly, updating Jontek, referrals made as necessary, and relevant agencies kept informed of any changes identified. 5. Staff Vehicles <ul style="list-style-type: none"> • Carry out visual safety check of vehicle prior to and after using fleet and report any damage or repairs identified. • All accidents / or incidents including a pull by the police must be reported to a Team Leader • Ensure the vehicle you are driving is kept clean, tidy, and fuelled. 	Measure: <ul style="list-style-type: none"> • CRM enquiries are responded to in line with our customer promise 24hr call back • All calls are handled as per policy and procedure • KPIs are met • Assessments are completed, recorded, and acted upon in accordance with policy and procedure • KPIs are met • Installations are completed and recorded in line with Policy and Procedure • KPIs are met • Appointments made in a timely manner • Reviews are carried out as per policy and procedure • Information on Jontek is accurate and current • KPIs are met • Fleet vehicles are used as per THT policy and procedure and the highway code and are clean, stocked, fuelled with maintenance requirements recorded and reported

- Weekly stock checks to be carried out on vehicles and replenished as required.

6. ***Response in an Emergency***

- To visit customers in an emergency situation that they, a family member or other party have informed you of
- If a customer has fallen, carry out an assessment, and use ELK lifting device if practicable, or arrange ambulance to attend
- Report any safeguarding concerns to local authority as per their procedure
- Liaise with emergency services and/or family as necessary.

- Response KPIs are met
- Most appropriate response is arranged