Service Recovery Assistant

Role profile

Department	Service Recovery (Operational Performance)		
Job number		**Reports to**	Service Recovery Manager
Date effective		**Salary band**	4

Purpose
To be responsible for the administration of the Service Recovery mailbox, responding to emails within agreed timescales and supporting the Service Recovery Team in respect of managing workloads and customer contact. You will be required to conduct a comprehensive risk assessment using all available information, utilising our CRM system to accurately record findings.

Key responsibilities/ deliverables

1. Provide excellent customer service when interacting with customers either in the form of correspondence, phone or at the office, adhering to our service standards and meeting diverse needs of the customer.
2. To support the Service Recovery Team, and to help ensure services are responsive to changes in the external environment and internal priorities.
3. Assist with helping the service to manage low level cases, in an effort to understand the complete end to end service recovery process.
4. Respond to customers in a timely and customer friendly way taking into account the needs of each individual.
5. Transfer service requests to the appropriate departments within agreed timescales.
6. Ensure accurate records are maintained within the CRM System.
7. To support the team with any administrative duties as required.
8. To produce “real time” information on current workloads and leading indicators for effective resource planning and workload management for team and business using the CRM system.
9. Make recommendations for any identified service and process improvements.
10. To manage triaging cases by assessing the frequency of customers contact, and severity of issue or experience, using established dashboards.

Line management
0 direct reports

Key internal contacts
All Business Streams and Departments across the organization.

Key external contacts
General public, residents, tenants, contractors, suppliers, local authorities, members of parliament, councilors, other housing associations and other external partners.

Operating environment/ dimensions
Budget: n/a Expenditure: n/a

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	A/T	
Experience of analysing and/or monitoring statistical data		A/I
Knowledge and skills		
Experience of providing a customer focused administrative service	A/I	
Proven track record of delivering exceptional Customer Service	I/A/T	
Excellent verbal and written communication and interpersonal skills	I/A/T	
Great attention to detail and a results driven approach	I/T	

Ability to understand/extract data and analyse information in order to draw logical conclusions	A/I	
Good working knowledge and experience of IT packages/ software (Microsoft Office, Outlook, Word, Excel, CRM system) to maximise own efficiency and effectiveness	I/A/T	
A2Dominion values: **Caring by nature; Working better together; Thinking for tomorrow**		
Competency	**Essential**	
Influential The ability to work with and through others to achieve organisational goals; flexes communication style for different audiences; demonstrates a personal confidence that engages people to listen; seeks to understand others' needs and works hard to achieve win-win outcomes; adopts versatile strategies in overcoming obstacles to getting things done; supports ideas and requests with a sound business case.	X	
Engaging Gets the best out of individuals by understanding what motivates them; has good self-awareness on how their behaviour impacts others and modifies accordingly; has a strong leadership 'brand' that people trust and want to work with; translates organizational strategy in a way that motivates people to act; fosters a positive team environment across the organisation through collaborative working; demonstrates personal integrity at all times; is able to flex their leadership approach to individual styles and situations; shows authentic behaviours that are not compromised by personal ego.	X	
Resilient Does not allow pressure to interfere with thinking, judgement or behaviour; advocates and supports change and adapts accordingly; remains calm under pressure; works on their own initiative; pursues goals despite setbacks; shows courage and tenacity in difficult situations; works hard to find solutions to problems; receives feedback positively and appreciatively; does not blame others for disappointments or set-backs but focuses on resolving them in the most effective way.	X	

Performance focused Delivers a consistently high performance; empowers self and others to make decisions and deliver results; ensures the cocreation and delivery of performance standards and goals with individuals and teams which are linked to the organisational strategy; monitors and reviews performance regularly; provides feedback and coaching to help people develop and achieve more than they thought possible; provides support and guidance; encourages joint responsibility for continuous development; addresses poor performance effectively and recognise good performance in an appropriate and timely manner.	X

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen