



## Job Description

<b>Job Title:</b>	OneCALL Advisor
<b>Grade:</b>	Grade 4
<b>Section:</b>	OneCALL
<b>Reports to:</b>	OneCALL Supervisor
<b>Responsible for:</b>	None

### The Job

Is to:

- provide an appropriate response to a range of housing and other WDH enquiries with an emphasis on resolving problems through a single contact with a minimal number of referrals to other parts of the organisation;
- deliver high quality customer focused services for all service users at first point of contact;
- answering enquiries and resolving problems received across all channels, for example at our HUBs, telephone or via electronic platforms, and
- deliver services in a consistent manner in accordance with service standards identified in the Customer Charter, Local Offer and other organisational policies and procedures.

### The Bigger Picture

You will:

- support WDH's Vision and corporate objectives;
- contribute to continuously improve levels of customer satisfaction;
- deliver services in a manner which supports WDH's brand and enhances the organisation's reputation;
- need to be fully aware of appropriate legislation, be aware and comply with organisational policies and procedures;
- be expected to work flexibly to meet the changing needs of the service;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality;
- be required to undertake your duties at any location throughout the district dependent on the needs of the service, and
- undertake any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

## The Day to Day

Due to the ever changing environment your duties may include, but are not restricted to, the following.

You will:

- provide administrative support to all employees to assist customers and other agencies in accordance with the organisation's policies and procedures;
- deal with customer enquiries received via all access channels including telephone, service access points and electronic platforms at a range of locations determined by the service;
- deliver customer services in line with policies and procedures adopted by the organisation at the first point of contact and progressing enquiries to a conclusion wherever possible;
- establish the nature of the customers' enquiry and take appropriate action, which may include liaison with other employees and offering advice and reassurance where appropriate;
- co-ordinate a detailed response to customers where it is necessary to refer enquiries to other officers of WDH or where an enquiry requires a response from a number of officers or services; retaining control of the initial enquiry and taking or arranging any follow up action to ensure that the problem is resolved and that the customer is fully informed of the outcome of their enquiry;
- deal with a diverse range of enquiries from a wide range of customers, for example, repairs, allocations, estate management, credit/debit card payments;
- assess repair requests received via the telephone, face to face contact and other electronic means and identify appropriate remedial action;
- order repairs using the computerised programme;
- accept and process electronic payments for rents, and other WDH services;
- undertake debt recovery work as directed and initiate contact with customers to discuss tenants obligations in to pay rent on time, negotiate payment of outstanding current and former tenants arrears and make arrangements for the future conduct of rent accounts;
- assess initial enquiries in respect of anti social behaviour and estate issues and provide appropriate advice and referral to other specialised services where required;
- assess initial enquiries in respect of allocations and provide appropriate advice and referral to other specialised services where required;
- carry out other outbound calling and outreach work as dictated by the needs of the service at the time; this will involve initiating contact with customers on a range of housing issues;
- co-ordinate WDH out of hours services in relation to emergency WDH house repairs and responses to incidences of neighbour nuisance and anti-social behaviour;
- liaise with a range of other WDH employees, Police or other appropriate agencies to ensure a timely and effective response in accordance with existing service standards;
- deal appropriately with complaints relating to the service in accordance with WDH's complaints procedure and assist in the investigation of complaints and the development of an appropriate response;
- give advice and assistance to customers, 24 hours a day, on WDH and other services available to meet the customers' needs and how these may be accessed; provide verbal and written information and / or arrange contact by specialist employees where necessary;

- assist with clerical / typing and other administrative duties for OneCALL as required by the needs of the service;
- promote the service at all times in a manner consistent with the Customer Charter, Local Offer and other service standards, and
- assist in the delivery of a comprehensive customer focused service for all service users.

### **Personal Contacts:**

**Internal:** All employees within WDH.

**External:** All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal skill characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
<b>Qualifications and Training</b>				
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ	✓

<b>Determination</b>				
An ability to organise work to meet deadlines and work with the minimum of supervision	✓		AF/I	✓
Good interpersonal skills, especially listening, negotiating and influencing	✓		AF/I	

<b>Nous</b>				
Experience of dealing with members of the public and resolving problems	✓		AF/I	✓
An understanding of the concept of Customer Care	✓		AF/I	✓
Effective written and verbal communication skills	✓		AF/I	✓
An ability to make common sense decisions in accordance with departmental guidelines	✓		AF/I	
An ability to use the telephone	✓		AF/I	
An ability to interpret, classify and sort information	✓		AF/I	
Experience of using ICT programmes and keyboard skills	✓		AF/I	
A knowledge of a range of housing issues and policies and procedures		✓	AF/I	
Housing experience		✓	AF/I	
Experience of working with a range of agencies to deliver services to the public		✓	AF/I	

<b>Attitude</b>				
Experience of delivering customer focused services	✓		AF/I	✓
Flexibility and adaptability to circumstances, for example rota/location changes	✓		AF/I	✓
An ability to work as a member of a team	✓		AF/I	

<b>Additional Requirements of the Role</b>				
The post holder will be required to work outside normal office hours including weekends and occasional nights.	✓		AF/I	
A willingness to undertake any necessary training	✓		AF/I	
A full, valid UK driving licence and daily access to a vehicle to travel throughout the district and to other locations as required by the business		✓	AF/CQ	

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References