



ClwydAlyn

Customer Services

## Job Overview

# Contact Centre Advisor

- Salary: £25,840 per annum, pro rata
- Duration: Fixed-term contract until July 2025
- Location: V72, St Asaph Business Park: This role requires a minimum commitment of 50% of your time spent in our office
- 37 Hours a week



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## Job Overview

# Contact Centre Advisor

Department: Customer Services

Job Title Contact Centre Advisor

Duration Fix term contract until July 2025

Salary **£25,840**

Location: St Asaph Business Park & Hybrid Working

Hours: 8am – 5pm

**Job purpose:** The role of a Customer Services Advisor revolves around providing excellent customer service to residents, addressing their needs, and fostering positive relationships within the community. As the first point of contact for ClwydAlyn Housing Association, you will handle a variety of enquiries via telephone, email, and other digital channels, ensuring residents receive timely and accurate information and support.

Your primary goal is to achieve first-time resolution for most queries, enhancing the overall customer experience. You will play a key role in maintaining the organisation's reputation for responsiveness and care by effectively communicating with residents, understanding their concerns, and providing appropriate solutions or guidance.

### Is this role right for you?

Are you passionate about helping people and providing excellent customer service? If you thrive in a fast-paced environment and enjoy solving problems, the role of a Customer Services Advisor at ClwydAlyn Housing Association might be the perfect fit for you.

This position requires a blend of empathy, resilience, and strong communication skills. You should be comfortable handling a variety of enquiries and adept at using digital platforms to assist residents. The ability to work both independently and as part of a team is essential, as is a flexible approach to working hours, including evenings and weekends when needed. If you are committed to making a positive impact in the community and dedicated to maintaining high standards of service, this role offers a rewarding opportunity to contribute to the success of our Customer Contact Centre.



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## Job Overview

# Contact Centre Advisor

### KEY DUTIES

#### Contributing to the Successful Operation:

- Support the overall success of the Customer Contact Centre by adhering to ClwydAlyn Housing Association's strategy, policies, procedures, and performance and service standards.

#### Handling Enquiries:

- Manage enquiries from tenants, residents, applicants, contractors, and other individuals regarding housing services, maintenance, tenancy issues, applications, and rent enquiries.
- Utilise various communication methods, including telephone, email, tenant portal, SMS, and other digital platforms, to respond to these enquiries effectively.

#### Demonstrating High Levels of Customer Care:

- Exhibit excellent customer care skills both verbally and in writing.
- Use the Association's database, policies, and procedures to respond accurately and efficiently to enquiries related to housing services, maintenance, and rent.

#### Administrative and Follow-Up Tasks:

Perform necessary follow-up and administrative tasks to meet the Association's performance and service standards.

#### Achieving First-Time Resolution:

- Aim to resolve 80% of customer service enquiries independently without needing to refer to other staff.

#### Maintaining Relationships:

- Foster close working relationships with a variety of internal and external customers to ensure the smooth and efficient operation of the Customer Contact Centre.

#### Team Collaboration:

- Collaborate cooperatively and supportively with other Customer Contact Centre team members to achieve the Association's service standards.

#### Flexible Working Hours:

- Adopt a flexible approach to the role, which includes working variable hours, such as evenings and weekends, as required.

#### Equal Opportunity Practices:

- Ensure the application of Equal Opportunity practices in daily operations in accordance with the Association's policy and procedures.

# Why work for us – Benefits

As well as a free meal every day for all staff, other benefits include:



## Health benefits

We offer a range of health related benefits including a Cycle to Work scheme, Eye Care scheme and Health Care Cash Plan.

We also offer a free and confidential counselling service to all staff.



## Annual Leave

We offer 25 days plus bank holidays increasing to 30 days after 5 years' service.

Additional flexibility to buy and sell up to 5 days annual leave (pro rata).



## Enhanced sickness pay

Enhanced sickness pay after 1 years service rising to a maximum of 3 months full pay, 3 months half pay.

In serious and life threatening situations we agree support on an individual basis.



## Dedicated Wellbeing Support

We know that fostering high levels of wellbeing is good for people, the organisation and the communities we work within. We are committed to creating positive, flexible working environments where individuals and communities can thrive.

We have a dedicated Workplace Wellbeing Team and we provide a wide range of support and wellbeing-related benefits to support good mental, physical and social wellbeing.



## Families are important

We offer 4 months full pay and 5 months half pay when on Maternity, Adoption or Shared Parental Leave.

We also offer an agile and flexible working environment to support families and carers.



## Pension

Defined Contribution pension scheme with matched contributions (up to 8%) and death in service benefit 3 times your salary.



## Financial wellbeing and support

We offer a range of support including access to savings and loans through a credit union, access to support from our in-house Welfare & Money Advice Team and access to a free lunch for all staff.



## Learning & Development

Investing in the personal development of staff to reach their potential is our priority.

Through formal training, on the job learning, coaching and mentoring, we provide a learning environment that is supportive for each person to build skills that will help them be great in their job today but also enable them to grow a career with us for the future.



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## How to apply?

You can send a CV, Audio note or Video to the email address

[recruitmentca@clwydalyn.co.uk](mailto:recruitmentca@clwydalyn.co.uk)

You can also apply online by visiting our website  
[www.clwydalyn.co.uk/work-for-us](http://www.clwydalyn.co.uk/work-for-us)

Come have a conversation with us, we look forward to hearing from you!

Good luck!

