# Role Profile

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| **What is the role?** | Customer Resolution Officer |
| **Responsible for:** | N/A |
| **Reports to:** | Customer Resolution Team Leader & Customer Resolution Team Manager |
| **Line management:** | N/A |

## Origin – shaping communities; building lives

Origin exists to make change happen for the good of communities. We help people by providing affordable homes – but that’s not enough. We support vulnerable residents to lead happy and better lives. We empower our staff to take action and rise to every challenge with ‘can do’ positivity.

Good people are the future of our innovative, working community. We have placed an exciting ‘People’ strategy at the heart of our culture – to support training and personal development, to deliver our values and to move Origin forward.

## The opportunity

We’re looking for committed and motivated people to join our Customer Resolution team and to provide an outstanding level of customer service to our residents.

The Customer Resolution Team is the hub of intelligence for Origin customers and the organization. Over 80% of contact into the organization is handled by our team and we are looking for exceptional individuals who have the drive and energy to live and work by the Origin values; Take the lead; Create Energy; Build Trust; Be generous; Stay Grounded; Remember the Little Things.

You'll be providing a high quality inbound and outbound Customer Service through phone, email and multi-channel platforms such as social media and live chat. You will be confident in resolving issues yourself, but in situations where queries need to go to other teams, you take a thorough approach, asking the right questions to make sure your colleagues have the information they need to help our residents.

## What you’ll do

* As part of the Customer Resolution Team, work with all business areas and the Repairs team to provide a one stop shop service for all customer queries via all channels including phone email, social media and face to face service at our office reception.
* Take ownership of all customer enquiries from start to finish, including resolution, updating and confirming any updates back to the customer in order to increase satisfaction with customers being kept informed.
* Promote Origin’s online services to all customers
* Meet contact management and call handling targets
* Update customer contact data including contact information to support Origin’s management of data and to improve customer service

## What you’ll need

**A dedication to outstanding customer service**

We deliver a great experience for our residents every time they contact us; you’ll need experience delivering service

**Relationship building skills**

We reach out to people across the organisation on a daily basis; you’ll need experience of working collaboratively across departments.

**Confident at troubleshooting and problem solving**

We handle high volumes of customer queries about all sorts of things; you’ll need to be able to get to the root of the query quickly and aim for a successful resolution for everyone.

**Confident communication skills**

We’re always talking with our residents; you’ll be a great communicator with experience of handling varied enquiries across different contact methods.

## Do you share our values?

The ideal candidate will work in conjunction with the Head of Governance and Assurance to ensure a consistent and evidence based process for the development, approval, review and management of all our policies and procedures. This is a rewarding and exciting position, responsible for building relationships and trust internally within your Origin team.

Additionally, we would like you to:

* Support your own personal development by attending training events
* Comply with the Association’s health and safety policies
* Comply with the Association’s Code of Conduct by behaving in a professional manner at all times
* Demonstrate commitment to valuing diversity and upholding the Association’s equal opportunities policy at all times

## Tell us your story

We are looking forward to learning about you. Please help us get to know you by sending your latest CV and covering letter detailing how your experience meets the role above. We have outlined the key behaviours and values we’ll expect of you, and the knowledge, experience and skills you need to do the job. You’ll be assessed on all these elements at various stages throughout the selection process. You can find out more about us by simply visiting **www.originhousing.org.uk**

Please note we will be asking for satisfactory references and DBS check. Successful applicants for interview will be contacted within seven days after the closing date.

Please feel free to download the full job specification **here** <Add hyperlink to ‘here’>

**Thank you for your interest in Origin.**