

# Job Description

Job title:	Housing Services Advisor
Reports to:	Team Manager – Housing Hub
Responsible for:	No Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

In this role, you will be the first point of contact for our customers, delivering an excellent customer experience through prompt, professional, and effective communication. You will manage a high volume of calls, emails, and enquiries, ensuring that customers receive timely support for a range of housing-related issues. You will play a key role in maintaining the integrity of customer information and providing practical solutions for queries around rent payments, rent arrears, lettings, complaints, anti-social behaviour, and a range of other tenancy-related matters, all while upholding Accent's commitment to customer satisfaction and service excellence.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Housing Services Advisor, you will uphold these values by delivering high-quality customer service and ensuring that all interactions are handled with empathy, professionalism, and attention to detail. You will act as a problem-solver for our customers, using sound judgement to provide appropriate solutions while maintaining a calm, composed manner. You will be dedicated to improving the customer experience by using customer feedback to inform improvements in service delivery, contributing to a positive and inclusive work environment.



## Key Responsibilities and Duties

- Respond promptly to customer enquiries, providing clear and accurate information relating to rent payments, rent arrears, lettings, complaints, anti-social behaviour, and a range of other housing services related matters
- Maintain accurate and up-to-date customer records, ensuring all interactions are documented in the appropriate systems and in compliance with GDPR requirements and Accent policies.
- Work within a busy contact centre, managing large volumes of calls and emails, while maintaining high service standards.
- Evaluate customer needs to provide first-contact resolutions and escalate cases to relevant departments when necessary.
- Handle and resolve complaints, ensuring customer concerns are addressed promptly and outcomes are recorded accurately.
- Demonstrate empathy, patience, and professionalism when dealing with customer concerns, especially in high-pressure situations.
- Participate in ongoing training to enhance your knowledge of housing management, customer service, and problem resolution.
- Support the wider team by sharing feedback and insights gained from customer interactions, helping to improve processes and service delivery.
- Ensure compliance with all relevant policies and procedures to deliver positive outcomes for the business and customers.
- Contribute to the positive reputation of Accent by delivering exceptional customer service and representing the organisation in a professional manner.

## The must haves:

- Strong verbal and written communication skills, with the ability to provide clear and accurate information.
- Experience working in a fast-paced customer service environment within a contact centre setting, with proven ability to handle high volumes of calls and emails while maintaining service quality.
- Strong problem-solving skills, with the ability to evaluate information and provide appropriate solutions.
- Experience handling difficult and challenge conversations
- High attention to detail, with experience of accurately recording data and customer interactions within a CRM system.
- Proficiency in Microsoft Office and familiarity with digital platforms.
- Good numeracy and literacy skills, with the ability to understand and explain housing policies and services.
- Strong customer service skills, including conflict management and dispute resolution.
- Resilience in handling challenging customer interactions while maintaining professionalism.

## The added extras:

- Understanding of social housing or experience in housing management.
- Customer service qualifications.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.