



## Job Description Solutions Team Specialist

### Reports to

Solutions Team Leader

### Job Purpose

Be the voice of Trust, on the phone and online, to our customers providing reassurance and solutions to their queries and requests by delivering an outstanding customer experience across a range of services.

### Values and Behaviours

#### Believe in better

- Strive to make every experience exceptional
- Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet
- Think commercially and compassionately to deliver exceptional value
- Strive for simple and be data led
- Make incremental improvements everyday, to set new standards we can all be proud of.

#### Here for each other

- Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best
- Promote inclusivity, embrace diversity and recruit on fit first
- Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring.

#### Love to learn

- Be curious to try, fail and learn by experimenting inside a safe space
- Commit to developing yourself and your skills and others along the way
- Take pride in contributing to the bigger picture, and help us to grow sustainably
- Take the lead. Be confident with your ideas, voice and actions.

### Accountabilities

- Responsible for delivering an exceptional customer experience and finding solutions by using your knowledge, operational expertise, and enthusiasm.
- Be a great listener who will develop strong relationships with our customers by ensuring we do what we say we'll do.
- Lead on providing reassurance and delivering solutions quickly and efficiently to customers across all landlord functions including allocations, rents, repairs, and complaints.
- Work collaboratively with other teams to get the right solution for customers as quickly as possible.
- Manage a diverse case load and have the generic skills and attributes to see tasks through from start to finish.
- Use systems to effectively manage, update and resolve customer issues
- Contribute to the digital transformation of the organisation and support customers to interact online with us, where appropriate.
- Work effectively and efficiently to assist the Solutions Team achieve its goals and succeed.
- Display empathy and understanding, putting the customer at the heart of everything you do
- Respond positively to challenges, empowered, to deliver the right outcome every time for the customer and the Association.
- Seize opportunities by being bold and stepping outside your comfort zone
- Carry out your role ethically and with integrity
- Contribute to the team and its continuous improvement

### Knowledge and Experience

- You will be educated to a good level and have demonstrable evidence of working in multi-functioning team delivering a front-line service, preferably in social housing.
- Able to deliver business priorities and organise workload
- Delivery of housing and repairs activities
- Be obsessed with providing excellent customer experience and satisfaction
- Use wise judgement and decision making to resolve customer enquiries

- Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement
- Ability to interpret and follow policies, procedures and legislation, but applying common sense to ensure excellent outcomes for customers
- Good verbal, written, and interpersonal communication skills