

JOB DESCRIPTION

JOB TITLE: Customer Insight Administrator

GRADE: 8A

REPORTING TO: Customer Insight Team Leader

RESPONSIBLE FOR: No direct reports

ROLE SUMMARY

You will be responsible for providing administrative support and assistance to the Customer Insight Team with specific responsibility for managing the complaints workflow, logging, and maintaining accurate data in the Customer Relationship Management (CRM) system, responding to customer and MP enquiries, and assisting with Housing Ombudsman enquiries.

You will be a positive and collaborative team member who delivers outstanding performance, demonstrates great team-working and ensures a high-performance culture.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Responsibility for managing and monitoring the complaints and MP enquiry workflow via the QL housing management system and shared email inbox. Ensuring that timely responses are given, and records kept of the contacts made.
- Triaging customer contacts within timescales, by a variety of means giving advice and guidance to customers on how their issue may be processed and resolved in accordance with the Complaints, Compensation and Compliments Policy.
- Assist in replying to internal colleague enquiries regarding complaints and MP enquiries.
- Processing and administration of compensation and local budget requests through the purchase order system.
- Demonstrate a culture of collaborative working by maintaining effective relationships with all parts of the organisation, external partners, and stakeholders.
- Undertake ad hoc administrative duties as and when required. Examples include taking meeting minutes and occasionally making outbound calls to collate customer feedback.
- Work effectively with all office systems. You must be proficient in all Microsoft office packages such as excel, word, databases etc. Identify and be responsible for personal training and development needs to ensure delivery of an excellent customer service.
- Validate customer information and update appropriate IT systems and records as required in a timely manner.
- Achieve personal KPI's and effectively contribute to achievement of all team targets.



- Be flexible and open to a changing environment and embrace training and support to overcome obstacles to make sure your customer receives brilliant service.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Always comply with organisation confidentiality and information security policies.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of assessment
Qualifications	Good level of education including Maths and English (GCSE Grade A*-C) or equivalent or relevant experience	NVQ level 2 or an equivalent qualification in a subject relevant to providing outstanding customer service	<ul style="list-style-type: none"> • Application form • Selection process • Pre-employment checks
Experience	Experience of working in a contact centre or customer facing service environment	Experience of working in a complaints service.	<ul style="list-style-type: none"> • Application form • Selection process
	Experience of excellent record keeping and administration skills	Experience of working in social housing.	<ul style="list-style-type: none"> • Application form • Selection process
	Experience of working in a fast-paced customer focussed environment		<ul style="list-style-type: none"> • Application form • Selection process
Skills/ Knowledge	Excellent communication and listening skills	Experience of CRM systems	<ul style="list-style-type: none"> • Application form • Selection process
	Excellent organisational skills and ability to plan own workload and meet deadlines		<ul style="list-style-type: none"> • Application form • Selection process
	Confidence and ability to multitask, record information correctly with attention to detail		<ul style="list-style-type: none"> • Application form • Selection process
	Outstanding interpersonal skills with the ability to build rapport quickly with customers, colleagues, and stakeholders		<ul style="list-style-type: none"> • Application form • Selection process

	<p>using</p> <p>Ability to handle and defuse challenging situations with empathy and compassion and to collect the information needed to effectively resolve complaints at the earliest opportunity</p>		<ul style="list-style-type: none"> • Application form • Selection process
	<p>Excellent IT skills and experience of using Microsoft office packages</p>		<ul style="list-style-type: none"> • Application form • Selection process
	<p>Ability to meet the travel requirements of the post - ie regularly work at multiple locations</p>		<ul style="list-style-type: none"> • Application form • Selection process • Pre-employment checks