

JOB DESCRIPTION

JOB TITLE:	Trainee Customer Insight Advisor
GRADE:	Grade 7
REPORTING TO:	Customer Insight Team Leader
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

The Trainee Customer Insight Advisor will develop the skills and knowledge needed to support the delivery of a high-quality, customer-focused complaints and insight service.

To assist with capturing, recording and supporting the investigation of complaints, compliments and customer feedback across the organisation.

Learning how to contribute to continuous improvement by supporting the team to gather business intelligence, identify trends and understand how customer feedback shapes service development.

This is a development role designed to build capability, experience and confidence.

Training, coaching and mentoring will be provided.

MAIN DUTIES & RESPONSIBILITIES

Customer Insight & Complaints Handling

- Support the delivery of an effective, customer-focused insight service by assisting colleagues with day-to-day tasks.
- Support with administration tasks as and when required
- Act as a point of contact for internal colleagues and customers to support with enquiries regarding service requests and recording complaints'
- Make proactive outbound calls to our customers ensuring we 'do the right thing' by seeking to understand the reasons behind satisfaction scores.
- Shadow experienced advisors to learn how to investigate and respond to Stage 1 formal complaints.
- With supervision, support the preparation of draft responses and help gather information needed for complaint investigations.

- Learn how compensation decisions are made and assist the team to monitor compensation expenditure.

Customer & Stakeholder Engagement

- Develop skills in maintaining excellent customer relationships internally and externally.
- Support communication with customers, ensuring updates are clear, timely and professional.
- Work alongside internal teams and contractors to understand how complaints are resolved and how services work together.

Insight & Performance

- Assist the team in producing trend analysis, reports and insight related to complaints and customer feedback.
- Help gather information for Housing Ombudsman cases and other regulatory requirements.
- Learn how customer insight is used to improve services, and contribute ideas as knowledge grows.

Team Support & Development

- Contribute to the development of complaint processes and materials.
- Take part in training, coaching and organisational learning opportunities.
- Work towards agreed development objectives throughout the trainee period

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- 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 Criteria	Method of Assessment
Qualifications	
<ul style="list-style-type: none"> • 5 GCCE'S (or equivalent) to Grade C or above including English and Mathematics/or equivalent (E) Customer Service Level 2 (D) 	<ul style="list-style-type: none"> • Application Form • Pre-employment checks
Experience	
<ul style="list-style-type: none"> • Experience working with customers or service users. (E) • Interest in working in a customer-focus environment (E) • Administrative or customer service experience. (D) 	<ul style="list-style-type: none"> • Application Form • Interview
Knowledge	
<ul style="list-style-type: none"> • Willingness to learn about complaint handling, customer insight and social housing. (E) 	<ul style="list-style-type: none"> • Application Form • Interview
Skills	
<ul style="list-style-type: none"> • Ability to communicate clearly with a range of people. (E) • Confidence using Microsoft Office and digital systems. (E) • Ability to organise work and manage competing priorities with support. (E) • Resilience when dealing with challenging conversations. (E) 	<ul style="list-style-type: none"> • Application Form • Interview
Behaviours	
<ul style="list-style-type: none"> • Care about the basics – you make responsible choices and protect our reputation. • Work well together – you are respectful, listen actively and proactively share information • Achieve great results – you set yourself high standards, consistently perform, and respond appropriately to feedback. • Keep improving – you identify new ways of working, adapt to change and never stop learning. • Be at our best – you are reliable and authentic, act with good intention, and understand your impact. • Make a positive difference – you contribute and actively volunteer your skills and knowledge 	<ul style="list-style-type: none"> • Interview