

# TAFF

We deliver great homes and services  
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

## Our Values

We inspire  
**Trust**



We are  
**Ambitious**



We are always  
**Learning**



We are  
**Kind**



# TAFF

You will be experienced in delivering high levels of customer service, preferably in a customer service type role but this is not essential. You will have experience of working with a diverse range of people, some of whom may have challenging and/or complex behaviours. You will therefore be a clear communicator, able to work calmly under pressure and represent the organisation in a professional and positive manner.

## **THE ROLE**

<b>Role title:</b>	Customer Service Advisor
<b>Responsible to:</b>	Customer Service Manager
<b>Team:</b>	Customer Service Team

### **What you'll do...**

Be focussed on helping and enabling our tenants and customers. Your work will help us deliver one our key corporate plan objects - providing great homes and services. You will work in a passionate and committed Customer Services Team and in partnership with other departments to deliver excellent, kind and value for money customer services.

### **What you will be responsible for?**

- Working with the Customer Service Team to cover Taff's reception desk, online chat service, phone line, email contact inbox and MyTaff app.
- Providing a one stop approach when dealing with enquiries with the aim to resolve them first time around, escalating any complex enquiries when needed.
- Your own personal development and learning about different parts of the business to enable you to answer more complex enquiries.
- Positively contributing to the improvement of services we provide for our tenants and professionals from other organisations.
- Liaising effectively and promptly with members of all other departments within the organisation to ensure that queries are dealt with efficiently.
- Liaising with other agencies including external contractors in relation to repair appointments, police involvement, estate management etc.
- Being open to change and new ways of working.
- Assisting with the improvement and development of systems.
- Accurately recording and maintaining information for different departments using Taff's internal databases and online software.
- Complying with fire safety procedures as well as testing the fire alarms weekly and printing off a register of staff present when a fire evacuation needs to take place.
- Being aware of any safeguarding issues and raise any concerns to management.
- Regularly reflecting on the service you provide, learning from experiences and adapting approach where necessary.
- Suggesting new ideas and improvements.
- Managing back-office operations such as staff ID cards, keys, fobs, incoming and outgoing post, coding invoices, and taking deliveries.

## **THE PERSON**

### **Essential Skills, Experience and Qualifications:**

- Outstanding interpersonal skills.
- Educated to GCSE level or equivalent experience with the ability to communicate verbally and in writing to a high standard.
- Experience of working in a customer service orientated role with a commitment to customer care and excellent service delivery.
- The ability to remain calm in challenging situations and work effectively and professionally under pressure with problem-solving confidence and patience.
- Experience of working within the social housing sector with a good working knowledge of repairs, housing management, rent collection and community investment.
- Experience of providing a high level of administration support.
- Ability to analyse and use data to assist in delivering efficient services.
- Ability to deal with sensitive and personal information correctly in compliance with the General Data Protection Regulations.

### **Desirable Skills, Experience and Qualifications:**

- Be fluent in a relevant community language other than English.
- Hold a relevant housing qualification.

### **We'd also need you to:**

- Digitally savvy, able to use Taff's latest technology / kit.
- Comfortable to work in an agile environment, with a focus on 'getting the job done'.
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to
- creating an awesome Taff culture.

### **We ask all Taff employees to...**

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

\*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

## CONDITIONS OF SERVICE

**Salary:** £9,128 per annum (Based on FTE £22,821)

**Contract type:** Permanent

**Working Week:** 14 hours a week:  
Monday and Tuesday 9am to 5pm

**Location:** Office based - Head Office at Alex House, Canton, Cardiff CF5 1JD.

Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.

### Colleague Benefits:

- 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)
- 4 extra concessionary days and public bank holidays.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sick and maternity pay
- Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- Permanent Health Insurance through Canada Life.
- 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- Employee Assistance Programme through LifeWorks
- Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

**Checks:** DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

**Probationary Period:** 6 months

**Closing date:** Tuesday 31st January 2023 at 9am

**Interview date:** Friday 3<sup>rd</sup> February 2023