



Role Profile

Role Details			
Role Title	Customer Service Support Advisor	Section	Contact Centre
Division	City Building (Glasgow) LLP	Report To	Contact Centre Lead
Grade/Salary	SCP 19-22	Date Completed	28 November 2024
Company Overview			
<p>As one of Scotland’s largest construction companies, we provide a range of repairs and maintenance, manufacturing, construction, and refurbishment activities across the public, private and third sectors.</p> <p>As well as providing the largest construction craft apprenticeship programme in Scotland, we also operate Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe. RSBi employs just under 200 people, more than 50% of whom have a disability.</p> <p>Our unique social ethos of building a sustainable future underpins our drive to deliver excellence across a wide range of high-quality construction and manufacturing operations. These include Repairs and Maintenance, Design and Build Construction projects, New House Building, major investment and refurbishment, manufacturing and specialist services including district heating, solar thermal and solar PV installations.</p> <p>Our Values</p> <p>Community – To build more sustainable communities through social, economic and community engagement.</p> <p>Trust – To be trusted by our employees, clients, and partners.</p> <p>Ambition – To do more for our client and partners and provide more opportunities for our employees.</p> <p>Honesty – To promote at all times in our communication.</p> <p>Excellence – To deliver quality in everything we do.</p> <p>Our Mission Statement</p> <p>‘Building a Sustainable Future’. To contribute excellence in construction, repairs, maintenance, manufacturing and training to our customers, our employees, partners, suppliers, and the local communities in which we work.</p> <p>Benefits</p> <p>As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:</p> <ul style="list-style-type: none"> – A rewarding career with a competitive salary. – Access to contributory pension scheme – Strathclyde Pension Fund. – Excellent annual leave entitlement – Enhanced maternity, paternity, and adoption/shared parental leave. – Access to excellent health and wellbeing initiatives. – Access to a discounted gym membership. – Facility to make payments directly from your salary. – Workplace parking and more. 			

Role Summary

The Customer Services Support Advisor is a key member of the Contact Centre. The role will be to provide excellent standards of customer care, and professionalism throughout our call handling service in relation to the delivery of services in line with Business needs.

This includes call handling and raising of repairs in our Servitor system for all Housing Association clients, GCC departments and other ALEOs, as well as stair and back court lighting repairs and enquiries.

In addition, you will liaise with front line repair operatives for "no entries" for repairs/services, including logging no access card numbers in the servitor system and liaising with the Tenant or Housing Association to ensure appropriate arrangements are made with the customer to re-schedule the repair to suit their needs.

You will assist in the processing of customer enquiries efficiently and effectively ensuring that all operating and quality standards are adhered to safeguard the interests of the LLP at all times.

You will have added responsibility for managing and maintaining the Contact Centre Inbox account and will liaise with the various divisions across all spheres of the business as appropriate.

You will add value to the business, providing support to the Contact Centre and have specific responsibility for all administration, monitoring arrangements and customer service functions as directed within the business.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	Includes the Requirement to:
Customer Interaction and Inquiry Handling	<ul style="list-style-type: none">– Responding to incoming calls, and emails regarding repairs, maintenance issues, and emergency work.– Effectively diagnosing and categorising customer issues or emergencies.– Collecting relevant details from customers to accurately log the nature of the repair or maintenance request.– Offering clear and concise information to customers about the status of their repair or maintenance requests, including expected timelines or availability of operatives.
Request Logging and Data Entry	<ul style="list-style-type: none">– Accurately input repair and maintenance requests into the Servitor and DRS system.– Categorising and prioritising requests based on urgency, such as emergency work requiring immediate attention versus routine repairs or maintenance.– Generating work orders for the appropriate internal team or contractors, ensuring they include all relevant information (e.g., service type, customer details, and access instructions).
Problem-Solving and Customer Support	<ul style="list-style-type: none">– Addressing any customer complaints or issues that require escalation, ensuring appropriate referrals.– If applicable, suggesting troubleshooting steps or temporary solutions (for non-urgent issues) while waiting for repairs or maintenance to be completed.– Providing updates as required ensuring customers are informed of the progress or status of their request, particularly for emergency work where urgency is key.
Emergency Work Handling	<ul style="list-style-type: none">– Identifying when a request qualifies as an emergency and

	<p>requires immediate response, such as during a burst pipe, fire risk, or electrical failure.</p> <ul style="list-style-type: none"> – Expediting emergency work orders and ensuring the customer receives the required support quickly, liaising with emergency service teams if needed. – Providing empathetic and calm assistance during high-pressure scenarios, ensuring customers feel supported.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity.
Health and Safety	<ul style="list-style-type: none"> – To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Key Behaviours and Competencies	
Our Customer Service Support Advisor will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Empathy and Customer-Centric Approach	<ul style="list-style-type: none"> – Demonstrate empathy by understanding the customer's emotional state and situation, especially in stressful or emergency scenarios. – Pay full attention to customers, ensuring they feel heard and understood. Responds appropriately to their concerns and needs. – Maintain composure when dealing with difficult or frustrated customers, providing reassurance and support throughout the process. – Maintain composure and deliver quality service even when dealing with high-pressure or emergency situations.
Technical Aptitude	<ul style="list-style-type: none"> – The advisor should have a basic understanding of common repair and maintenance issues to help accurately log requests and communicate with customers.
Communication and Client Interaction	<ul style="list-style-type: none"> – Foster positive relationships with customers, provide a clear understanding of repairs and maintenance, and maintain a high-level of customer satisfaction whilst arranging work. – Uses clear, simple, and jargon-free language when explaining processes, expected timelines to customers. – Maintain a professional manner, even in difficult situations, ensuring that the customer feels valued.
Attention to Detail	<ul style="list-style-type: none"> – Ensure all repair and maintenance details are recorded accurately in the system, minimising errors that could impact the scheduling or execution of work. – Capable of inputting detailed customer and work order information quickly and accurately into our Servitor and DRS Systems. – Ensure that all customer interactions are properly documented for future reference, audit purposes, and follow-up actions.
Trust and Confidentiality	<ul style="list-style-type: none"> – You must ensure that any sensitive information is handled confidentially and responsibly.

	<ul style="list-style-type: none"> - Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	<ul style="list-style-type: none"> - Able to demonstrate honesty and transparency in all professional dealings. - Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

You will be an experienced call handler operative with excellent interpersonal and communication skills. You must be customer focused and forward thinking in providing Customer Service Excellence to a variety of clients in support of City Building objectives.

You will have a knowledge of the repairs service, the systems in use and recognise the need to provide service delivery to agreed targets. You will be required to have a flexible approach to this role and in your contribution to the success of the business.

You will be customer focused and forward thinking in ensuring the provision of an excellent customer service. You will have excellent communication skills, relevant experience within a call centre environment and a working knowledge of IT systems.

You will represent the interests of the LLP at all times and be conversant with the business areas and IT systems and will bring an innovative approach to new developments and will be committed to development on a personal basis.

You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level...

- Proven Call Handling Experience
- Proven Customer Service Experience

Interdependencies

- Customer Service Co-Ordinators (4 on 4 off)
- Customer Service Support Advisors
- City Building Trades
- All Customers of City Building
- All Personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly in the arrangement/monitoring of repairs.

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.