

## Kingston Role Profile

**Title:** Customer Advisor – Repairs and Maintenance

**Reporting to:** Team Leader Central Services

**Date:** July 2025

## Purpose

To provide an effective and professional front line call handling service and a wide range of practical support and administrative activities relating to repairs and maintenance and property management to ensure our building assets are maintained to a high standard.

You will ensure that our relationships with our customers, both external and internal, result in the best possible customer service.

## Accountabilities

### Operational

#### All Customer Advisors

- Support the delivery of excellent, consistent and responsive customer service.
- Deliver a front line call handling service for repairs and maintenance.
- Deliver a diagnostic enquiry service and take ownership of and responsibility for resolving repairs and maintenance queries and completing actions arising from customer enquiries.
- Deal with all emergency calls efficiently and effectively, following protocol and escalating through the appropriate channels.
- Deliver a wide range of administrative duties resulting from customer queries and sales related requests efficiently and effectively.
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information that supports and broadens the scope of information provided by the Repairs and Maintenance Team. This includes inputting and extracting relevant information.
- Meet targets and agreed performance levels.
- Support the day to day operation of the Repairs and Maintenance and Central Services functions by ensuring equipment is maintained and the availability of materials is sufficient to meet requirements.
- To contribute to initiatives for the development and enhancement of service delivery.

- Follow all policies and procedures in relation to health and safety.
- To continually seek to improve the quality of services to customers.

**Staff working in reception will also:**

- Ensure a welcome and professional environment for all visitors to the Kingston and Living Spaces office.
- Fulfil mail related duties for incoming and outgoing mail to include distribution by appropriate means.
- Support the distribution of keys and fobs to contractors, staff and customers following due protocols.
- Manage stationery orders, ensuring sufficient stock at all times.

## Strategic

- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.
- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Kingston's services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

## Corporate

- Contribute to raising the profile of Repairs and Maintenance and Central Services across the business and to promote the Company positively at all times.
- Ensure you operate in accordance with core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety, along with our systems for identifying, appraising and managing risks in your service area, consistent with Kingston's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

## Desirable Skills & Experience

### Essential criteria:

- Good standard of general education
- Experience of working in a call centre/help desk environment providing customer service
- Exceptional administration, organisational and prioritisation skills
- Advanced IT skills, particularly with Microsoft packages
- Self motivated with the ability to work unsupervised
- Enthusiastic team player
- Positive ‘can-do’ attitude
- Excellent interpersonal and communication skills, both written and verbal

### Desirable criteria:

- Customer Services qualification.
- Demonstrate knowledge and experience of working within a Property or Estate Services function
- Able to see the big picture and willing to contribute to development and delivery of services across different disciplines
- Working knowledge of Qube software

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.

