

Reach & Respond Advisor

Team Reach & Respond	Salary £25,948
Team responsibility No people management	Line manager Reach & Respond Team Leader
The job in a nutshell This role contributes to the Beyond Housing strategic goal to provide reliable, quality services. You will do this by providing an efficient and reliable 24-hour call handling service to all service users. You will work with various internal and external stakeholders, taking ownership of resolving issues and delivering on our customer promises, enabling customers to live independently.	

Duties and responsibilities

- Deliver each call handling service in line with operational policies, procedures and guidance, prioritising an effective and appropriate response which focuses on the health, safety and wellbeing of all customers.
- Provide the highest quality customer service and experience to all customers.
- Achieve specified performance targets on an individual level and collaboratively as a team. Working in line with the TSA Quality Standards Framework, internal and contractual KPI's.
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.
- Work collaboratively with various internal and external stakeholders.
- Support activities and actions within the business continuity plan and reporting situations that may interrupt the service.
- Engage and embrace change in a fast paced, ever improving customer focussed service
- Accurately update systems to enable monitoring, processing of data and reporting

Version No	Revision Date	Reason for Revision	Job Evaluation Number
3	August 2026	New JD template	

- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.

The above is not an exhaustive list of duties and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Experience of delivering excellent customer service
- Effective team worker
- Able to deal with challenging or difficult situations effectively and make sound decisions to deliver a positive outcome for the customer
- Ability to work under pressure in a calm and professional manner
- Experience of working in a performance-based environment
- High level of confidentiality
- Ability to effectively communicate and collaborate with a wide range of stakeholders internally and externally.

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility

- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- NVQ level 2 or equivalent, including literacy and numeracy or relevant exempting experience

It's a bonus if you also bring

- Safeguarding knowledge
- Customer Service Recognised Qualification (i.e. NVQ Level 2 in Customer Service or equivalent)
- Experience of providing contact centre and call handling services

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.