

Greatwell Homes

Job Description

Post Title:	Customer Services Officer (ID0010)
Responsible to:	Customer Services Team Leader
Responsible for:	None

Main purpose of the job:

1. Contribute to the delivery of a high performing, customer focused housing management service.
2. Provide a high level of customer focused advice and information service to telephone callers and on-line customers of the Association, providing advice and assistance.
3. Provide advice and information relating to both housing benefit and universal credit and ensure that it is relevant and up to date.
4. Give initial advice when dealing with complaints, tenancy related issues and reports of anti-social behaviour and make referrals as necessary.
5. Play a key role in the taking of repair and maintenance orders alongside gas repair and servicing orders, diagnosing the potential repair required, raising orders on the IT system, tracking repairs orders, inputting emergency cover orders, and checking inspection sheets, liaising with contractors and other colleagues.

Key achievement areas:

1. Provide advice and assistance relating to a wide range of services provided by the Association. Refer complex enquiries to relevant colleagues to ensure a seamless service is provided taking steps to put in to action any service solutions agreed with the customer.
2. To give advice and information relating to benefit entitlements including legislation and ensure that information is relevant and up to date. To assist customers with the completion of applications for Universal Credit.
3. Complete relevant forms and processes relating to start and end of tenancy paperwork.
4. Complete a variety of housing relating processes that may include applications for Assignment of tenancies, income and expenditure, applications for joint tenancy, succession, notice to quit or any other documentation relating to tenancies.
5. Help facilitate a means of transfer for customers wishing to move either by mutual exchange or Keyways (CBL) system ensuring they are registered and give advice on their housing options.
6. Support and assist Neighbourhood Services in all aspects of service provision to ensure the delivery of a seamless service providing effective housing management and improvements to the customer's home.

7. Have a full understanding of rent accounts displayed on Orchard and be able to supply information to customers regarding outstanding rent, rent increases, sub-accounts, housing payment/universal credit and arrears payments.
8. Be aware of our anti-social behaviour policy and procedure and domestic violence policy and be able to offer advice and if necessary, signpost to external agencies. To be fully conversant with our referral process internally or any other agency the Association requires.
9. Assist with the training or development of the team as required by the Team Leader and to offer competent training services.
10. Ensure as a member of the Customer Services team that you share all relevant information with colleagues.
11. Take responsibility for updating records and dealing with correspondence as required.
12. Demonstrate a clear commitment to Customer Care and Involvement.

Other

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. The post holder may be expected to:

- To carry out other duties not specified in the job description that are commensurate with this position, as requested from time to time
- Occasionally work outside normal office including some evenings and weekends

Job Descriptions are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the Association.

Corporate Responsibilities

To promote the organisation's corporate values of inclusion, collaboration, kindness, customer-focussed, and adaptability. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.

Play an active role in contributing to effective cross team working/departmental projects and provide cover for colleagues as required.

To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.

To be aware of your personal responsibilities in relation to the Business Continuity Plan and deliver against the requirements specific to your role.

To ensure regulatory compliance and effective risk management within your role in line with the Risk Management Policy.

To uphold the Associations commitment to Equality and Diversity.

To be aware of your personal responsibilities regarding the Health and Safety at Work Act and ensuring that the Associations Health & Safety policy is adhered to in all aspects of your work.

Act at all times within the organisation's rules, policies, procedures, standing orders, financial regulations and Code of Conduct.

Greatwell Homes
Person Specification – Customer Services Officer

	Essential	Desirable	How Assessed*
Qualifications	English and Maths GCSE education or equivalent through relevant training/experience		A
Experience	Experience of working in a customer service role.	Experience of housing management services.	A/I
		Experience of working in an income recovery, debt management, credit control or financial services.	I
Skills/Knowledge/Behaviours	Commitment to delivering high quality customer services and commitment to continuous improvement.		I
	Good numerical and analytical skills and an ability to understand and interpret information.	Knowledge of the legal, regulatory and operational issues related to housing management services.	A/I
	Excellent verbal and written communication skills.		A
	Effective and positive relationships and networks with internal and external stakeholders.		A/I
	Ability to effectively manage conflict situations and deal with customers who may be angry and upset.		A/I
	Ability to work under pressure, dealing with competing priorities.		A/I
Other	Willingness to be flexible with regards to working hours as business requires including occasional weekends and evenings.		
	Basic DBS Disclosure Statement (Acceptable to Greatwell Homes).		

*A = Application

*I = Interview Stage