

Job Description & Person Specification

Job Title:	Customer Service Team Leader
Directorate:	Housing
Reports to:	Head of Customer Experience
Job Level	Level 4
Direct Reports:	Customer Advisors x 5.5

Job Purpose

As a member of the customer team, you will support and contribute to the delivery of a high quality, Value for Money, compliant contact centre service.

You will ensure that all contact centre services are delivered effectively and within all relevant legal, regulatory, and Group standards.

Working in line with our organisation values, you will use your specialist knowledge and excellent people management skills to support the delivery of our Customer and Digital Strategies.

Key Responsibilities

Deliver the contact centre and reception service within agreed targets and budgets through the coordination and supervision of the contact centre team.

Supervise the delivery of the Group's 24/7 customer contact services across all communication methods in line with regulatory and legislative protocols and Group standards.

Manage the out of hours process for the on-call managers, including organising the rota, calculating their pay each month, and ensuring the OOH folder is kept up to date to support them while on cover.

Oversee a positive customer journey and meet key performance outcomes and service standards, including maximising first time resolution.

Ensure consistent IT system use across the contact centre team to maintain the integrity of vital data used by other service areas.

Coordinate and monitor the Group's complaints administration tasks within set deadlines.

Assist the Complaints Business Partner with any complaints relevant to the contact centre team or service delivery.

Be professional, approachable, and accessible to customers, communicating openly and ensuring they are kept updated as appropriate.

Oversee advice given to tenants, customers, partner agencies and other stakeholders by the contact centre team.

Redeploy tasks and workload as necessary across the team to meet changing day-to-day priorities to ensure an effective, customer-focussed service is provided.

Use your specialist knowledge and expertise to lead your team in supporting the delivery of customer-focused products and services as directed.

Take ownership of your own objectives and lead your team to enable the delivery of objectives that support the Group's strategic plans and mission, highlighting any areas of concern as

soon as possible and making recommendations to improve performance and implementing these as required.

Take responsibility for your own actions in relation to GDPR legislation and cyber security by working in line with the Group's IT policy and procedures and reporting any incidents or breaches promptly.

Work with your line manager to ensure that projects are delivered within budgets and monitor and report on any changes to agreed spend as required, providing accurate and timely information to management as requested and highlighting any areas of concern as early as possible, providing recommendations and solutions wherever possible.

Understand your compliance responsibilities and those of your team and be responsible for ensuring that they act in line with these at all times. Regularly review any policies and procedures that your team is responsible for, making recommendations for any changes and embedding these within your team as required.

Take responsibility for your own health and safety and your direct reports by working in line with the Group's health and safety policy and procedures, reporting any issues quickly and work with other teams to find an appropriate resolution.

Work in line with the Group's risk management policies and procedures and report any areas of concern in relation to risk to your line manager. Use your specialist knowledge to support the development of risk management policies and procedures as required.

Support the delivery of our ambitious plans, collaborating with others as required to generate new ideas and deliver practical solutions.

Ensure that people are treated fairly and with respect, valuing different opinions, honesty and constructive challenge and acting with integrity and fairness at all times.

Undertake any other reasonable duties within your capabilities and the scope of the role as specified by your line manager.

General Requirements

Uphold the values of Two Rivers Housing through every interaction you have with tenants, staff, and partners.

Promote a culture of equality, inclusion and diversity in all that you do.

Advocate and work on behalf of tenants to ensure services of Two Rivers Housing meet their expectations and needs.

Put tenants and communities at the heart of everything you do involving, informing, and communicating effectively to facilitate this approach.

Put the safety and safeguarding of tenants, colleagues and yourself at the forefront of all your work, ensuring we keep to the highest of standards, complying with policy and procedures and escalating issues that need special consideration.

Develop your skills and knowledge and contribute to a kind, happy and positive workplace that delivers our objectives.

Work efficiently looking to improve in all areas so we can provide the best service to tenants.

Be diligent and accurate in how you plan, record, report and update information, understanding that our data and records are integral to providing a quality service.

Comply with all policies and procedures that apply to the business and this role. Use your knowledge experience and expertise to monitor and manage key risks within your area of responsibility, highlighting areas concerns and putting mitigation plans in place.

To promote equality, diversity and inclusion in the workplace.

Be responsible for health and safety and welfare of yourself and all colleagues and ensure that health and safety policies and procedures are followed at all times.

Person specification and qualifications

Experienced in contact centre or a customer service-related field with a good understanding of Customer Relationship Management systems. An understanding of the housing sector or closely related field would be an advantage.

Promotes a sense of honesty and openness amongst their teams and other stakeholders.

A creative thinker who challenges those around them to think differently and find new solutions.

Uses their own experience and knowledge to highlight and share ideas for change to achieve results and drive Value for Money within their team.

Full UK driving licence and access to a car insured for business use.

Key responsibilities and outcomes – Level 4 Job Role

Essential skills	Narrative
Leadership and management	An experienced manager, who has led teams in the delivery of operational plans, working with other inhouse teams and managing external partners as required.
People skills	Strong people management skills with a proven track record for supporting others with their own personal development and to deliver at an operational level and excellent performance management skills.
Strategy and planning	Understands the needs of customers and the Group and develops ambitious and deliverable plans, KPIs and objectives to address these. Sets clear direction for their team and works collaboratively to enable the successful delivery of agreed objectives. Takes ownership and accountability for the success and performance management of their team and makes decisions to ensure plans are delivered when required.
Communication	A strong written and verbal communicator that can communicate effectively with all stakeholders using appropriate, relevant language and techniques. A competent and effective communicator, who can deliver key messages effectively.
Innovation	Supports a culture of innovation and is able to challenge people to think differently and find new solutions. Encourages creative thinking and is able to challenge the 'way we do things' in a constructive and positive manner to improve results on behalf of their team.

Responsibility	Narrative
Customer focused	Take ownership of and lead on the delivery and implementation of customer-focussed products, services, policies, and procedures.
Organisation and operational planning and strategy	Use your knowledge and expertise to develop and deliver customer-focused, operational plans for your team, that align to and support the delivery of the Group's strategic plans and mission.
Reporting and performance management	Report on progress made against operational plan delivery, highlighting any areas of concern and making recommendations to support decision making. Implement agreed corrective action and performance management where required.
Equality, diversity, and inclusion	Demonstrate a clear and active commitment to creating an inclusive culture, which celebrates diversity and promotes equality amongst all stakeholders, acknowledge your own conscious and unconscious bias and engage in courageous conversations about inclusion and diversity.
Financial Responsibility	Take ownership of the budget for your area of responsibility, ensuring that financial decisions are made in line with the Group's policies and deliver Value for Money.
Compliance	Take ownership of compliance of all relevant, legal, and regulatory standards for your team. Use your knowledge to make recommendations and implement changes required to policies and procedures, ensuring these are understood and embedded across your team. Ensure that policies and procedures related to your area of responsibility are regularly reviewed internally.
Health and safety	Drive health and safety best practice within your team, taking responsibility for ensuring that colleagues act in line with the Group's policies, procedures, and systems. Challenge poor performance and ensure that policies and procedures are adhered to.
Risk management	Use your knowledge and experience, to monitor and manage key risks within your area of responsibility. Work in line with the Group's risk management policies and procedures and manage the risk management performance of your team.
TRH values	Drive your team to deliver ambitious plans that provide a great customer experience. Build strong, respectful, relationships across the Group that value differences of opinion, honesty, and constructive challenge. Act within our values at all times.
Reputation and Brand	Act as a brand ambassador for the Group, reflecting the Group's values, mission and vision at all times.

