

Job Description

Directorate Customer & Communities	Grade F
Service Customer Experience	Job evaluation number
Reports to Service Centre Manager	Responsible for None

Job purpose and role

- Support and assist the Service Centre Manager (SCM) in the development and delivery of a first point of contact resolution Customer Service Centre (CSC), through day to day operational management.
- Ensure the efficient and effective delivery of customer enquires through all of the contact channels, providing information, advice, training and a point of escalation for Service Centre Advisors.
- Support the development and introduction of new systems and procedures, including the digital transformation of the CSC to enhance the customer experience and service provision.
- Provide support to the Service Centre Advisors (SCA) through mentoring and coaching to ensure that colleagues are developed and continually achieve excellent customer service in line with the organisations vision and values.

Main duties and key result areas

- Provide support to the SCA in delivering great customer experiences.
- Managing staff absence following Company procedures and updating the time and attendance system.
- Support the SCM in the recruitment, induction and ongoing training of colleagues
- Provide call handling and administrative support and direction to Service Centre Advisors, particularly during busy periods.
- Oversee the day to day call handling function and to ensure it is appropriately resourced to efficiently and effectively deliver a range of services to customers.

- Give direction to Service Centre Advisors of the priority of work activities.
- Support and collaborate with colleagues on customer (internal and external) queries which require further discussion and investigation.
- Be a point-of-contact for colleagues in discussing/resolving operational issues and provide a point of escalation for customers and colleagues when not able to resolve the enquiry to a point of satisfaction.
- Proactively collaborate with other teams to ensure that policy and process updates are escalated to the team and additional training requirements are identified in order to maintain performance level targets for enquires dealt with at the first point of contact.
- Continuously innovate and improve the operational and IT systems and processes for the benefit of customers and Beyond Housing.
- Assist in resolving and rectifying issues and problems in the CSC relating to ICT and telephone systems, escalating to ICT where required.
- Support in coordinating and analysing performance reports to deal promptly and effectively to identify both under performance and good performance across the CSC both on an individual and team level.
- Develop and maintain effective working relationships with a range of internal service areas.
- Provide System Administration role to all software utilised by the team
- Provide cover for the Service Centre Manager at meetings as required

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

ALL employees are expected to:

- Live the company values so the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, efficient services, so excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably

requested to do so

- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	January 2019	Change of job description and job title change

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Communicates clearly and concisely with external and internal customers by a range of methods	E
	Uses own initiative to seek improvements to key tasks and/or processes within job role. Supports and embraces change when required	E
	Demonstrates awareness of cultural and community diversity and sensitivity to the specific needs of individual customers	E
Knowledge and experience	Able to analyse information and make decisions within appropriate procedural and policy framework	E
	Knowledge / Experience of the Housing Sector	D
	Good knowledge and experience of legislation, developments and precedents in one or more areas of the Ombudsman's jurisdiction	D
	Experience of producing and presenting complex reports, policies and strategies to a variety to audiences – both internal and external	E
	Excellent knowledge of IT packages including, Word, Excel and Outlook	E
	Attention to detail. Excellent administrative skills and fast and accurate keyboard skills.	E
	A proven track record of quality process improvement	E
	Proven experience of providing a customer orientated service with a commitment to high standards of service delivery where difficult to resolve situations may arise.	E
	Experience identifying the root cause of a complaint and the corresponding improvement in services that is required	E
Qualifications	Good standard of education (NVQ Level 2/GCSE's or equivalent) or relevant experience	E
	A relevant qualification in Customer Services, or relevant equivalent experience or a willingness to work towards	E
Personal attributes	Weights up evidence to reach supportable conclusions	E
	Demonstrates a clear and local approach to analysing problems	E
	Doesn't take things at face value and challenges assumptions as appropriate	E
	Incredibly empathetic and understanding of both customers and colleagues alike, and passionate about improving the customer experience	E
	A willingness to attend conferences, seminars and training to improve ensure best practice and improved customer experience	E
	Innovative, creative and curious, challenges accepted beliefs	E

Job Description and Person Specification SERVICE CENTRE TEAM LEADER

Document owner: Head of HR

Attribute	Detail	Essential or desirable
	Credible across service areas, creates positive working environments, manages conflict	E
	Collaborative approach: one company, one team	E
	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E