



**Job Title:** Customer Support Officer  
**Grade:** Y4  
**Reports To:** Housing Plus Manager  
**Number of Reports:** nil

**Key job element:**

Assist the service in providing excellent person-centred support to customers, in order improve their quality of life and enable independent living for longer

First point of contact for customer and stakeholder enquiries into Support Services

Coordinate referrals into the service, including basic triage of referrals and supporting managers to allocate workload

Super user of key IT systems

Input, cleanse and manipulate data to maintain accurate customer records

Create reports to assist with performance monitoring and billing

Ostara sales and follow up support to individual customers over the telephone or in writing

Assist with monitoring a variety of contracts across the service

Assist managers to co-ordinate staff rotas and undertake safe and well checks

Assist managers with stock management

Work collaboratively by liaising with internal and external partners to assist with customer enquiries

Ensure customers are safe and treat with dignity and respect by adhering to safeguarding procedures and other relevant policies and legislation

Work flexibly across the city and around the needs of the service

**Person Specification:**

This area focuses on skills and knowledge required in the role.

**Essential**

- Experience of providing excellent customer service to vulnerable people; showing compassion, patience and respect
- Effective communication skills to work with a range customers and other professionals
- Good IT and data processing skills, and an eye for detail

- Effective organisational skills and ability to work on own initiative and meet deadlines
- Suitability to work with a vulnerable client group

### Desirable

- Experience of working within at least one of the following areas: housing, young people, homelessness, telecare
- Ability to work with a vulnerable client group
- Ability to promote the benefits of Ostara to existing and new customers to achieve sales and retention targets
- Experience in stock management

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are **Be Ready, Be Amazing, Be Revolutionary, Be Energetic**.*

*It is no coincidence that our values spell out the word RARE. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest". We expect our people to demonstrate the following behaviours:*

### **Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

### **Be amazing – we'll exceed expectations**

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what’s best
- Prepared to challenge constructively
- Open-minded, tries to say ‘yes’ more than ‘no’
- Supports and promotes change.

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude.