



### **Customer Service Officer Grade F**

- **Location:** Leam Lane Housing Office
- **Service:** Customers & Communities, Neighbourhood Services
- **Line Manager:** Neighbourhood Housing Manager
- **Car User Status:** Casual

### **Job Purpose**

To lead and supervise a team of Neighbourhood Service Advisors to provide excellent customer service.

### **The key roles of this post will include:**

1. Manage and develop a team of Neighbourhood Service Advisors to provide administrative and clerical support to ensure that estate issues, tenancy matters and rent account enquiries are dealt with effectively and that excellent customer service is provided
2. To manage and maintain a high standard of customer service within your team to ensure that services to customers are both efficient and effective.
3. To supervise computer and cash receipting facilities efficiently and effectively in order to ensure that financial regulations are observed and monies balance at the end of each working period
4. To ensure that the team contributes to company objectives including the effective management of empty properties in order that void loss is minimised
5. To carry out office interviews and correspond on tenancy matters in order to provide excellent customer service
6. To ensure that team members deal with service requests and complaints including reports of anti-social behaviour to a high standard
7. To assist in the development of continuous improvement in customer service through involvement in training sessions, workshops, focus groups and other projects as required
8. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
9. Such other responsibilities allocated which are appropriate to the grade of the post.



## Knowledge & Qualifications

### Essential:

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Knowledge of:

- Office based software packages.
- To be able to demonstrate an understanding of what equality and diversity means in the workplace

Experience of:

- Interviewing and communicating effectively
- Delivering excellent customer service
- Responding positively to complaints and service requests in a customer service environment
- Managing a varied workload within timescales
- Addressing the needs of a range of customer groups.

Qualifications:

- 5 GCSEs at Grade C (including Maths and English) or above (or relevant experience)

#### Desirable

Knowledge of:

- Current housing and social care issues
- Cash handling
- Working with a diverse range of customers

Experience of:

- Working effectively with a range of service areas and external agencies.

Demonstrate:

- An ability to lead a team.



## Competencies

### Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

### Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### Team Working

Works with others to achieve results and develop good working relationships

### Making things happen

Takes responsibility for personal organisation and achieving results

### Flexibility

Adapts to change and works effectively in a variety of situations

### Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences