

UNITY HOUSING ASSOCIATION

Job Description

Post	CUSTOMER SERVICES OFFICER
Responsible To:	HOUSING SERVICES MANAGER
Supervises:	Customer Services Assistants
Location:	LEEDS

Objectives of the Post:

To ensure that customers are provided with an efficient and effective service including all customers. To provide vital administrative support to Housing and Maintenance sections.

KEY TASKS

1. Ensure that at all times customers receive a high quality customer service, ensuring that the reception is covered appropriately throughout opening hours.
2. Take responsibility for maintaining the operation of the Leeds Homes Register, inputting and coordinating information, dealing with applicants queries as appropriate.
3. Ensure that all relevant CORE information onto the database within 2 days of a tenancy commencement.
4. Ensure that work undertaken by the Customer Service Assistants has a direct link to the Association's current Business Plan objectives.
5. To continually monitor the performance and development of the Customer Service Assistants via the Association's policies and procedures including undertaking the annual personal development meetings.
6. Undertake regular and appropriate individual and team meetings, ensuring that the information disseminated to Customer Service Assistants is accurate and timely.
7. To work alongside Housing Services and Maintenance Teams to manage void properties from initial notification through maintenance and letting.
8. Ensure that, where appropriate complaints are dealt with at the first point of contact.
9. Identify and implement best practice in accordance with recommendations from Investors in People and Customer Service Excellence.

10. To assist the Income Management Team in the collection of former and current tenant arrears.
11. To assist in the collation of information for committee and board reports.
12. Provide the Housing Services and Maintenance sections with all necessary administrative support as and when required, in particular KPI monitoring.
13. Maintain a high standard of health and safety in accordance with company policy and legal requirement.
14. Be positively involved in self-development and participate in training courses and/or undertake new roles, duties and responsibilities.
15. Any other appropriate duties required by the Housing Services Manager.

June 2017

To be reviewed: June 2019

**HOUSING ASSOCIATION – CUSTOMER SERVICES OFFICER
PERSON SPECIFICATION**

ATTRIBUTES	RANK	HOW IDENTIFIED
EDUCATION/QUALIFICATIONS		
GCSE or equivalent in English and Mathematics.	Essential	Application form
Evidence of personal development.	Essential	Application form
KNOWLEDGE & EXPERIENCE		
Supervisory experience within a Customer Service environment	Essential	Application form + interview
Experience within the social housing sector	Desirable	Application form + interview
Working knowledge of housing benefit and welfare reform	Desirable	Application form + interview
SKILLS AND ABILITIES		
Excellent interpersonal skills	Essential	Application form + interview
Ability to work within the policies and procedures of the Association and comply with all legislative requirements in relation to tenants and staff.	Essential	Application form + interview
Ability to communicate verbally and in writing in a clear, concise and succinct manner.	Essential	Application form + interview
Experience of challenging situations	Essential	Application form + references

Ability to liaise, build and promote positive working relationships with external organisations, customers etc.	Essential	Application form + references
Ability to lead and motivate others.	Essential	Application Form + interview
Ability to prioritise tasks and time manage.	Essential	Application form + references
DISPOSITION/ATTITUDE		
Be both innovative and creative in decision making and problem solving.	Essential	Interview
Willingness to be trained and developed.	Essential	Application form + interview
Ability to use own initiative whilst working within a team.	Essential	Application form + interview + references
Desire to ensure that job gets done.	Essential	Interview + references
Flexible approach to work.	Essential	Application + interview
CIRCUMSTANCES		
Must be willing to uphold the Values of the organisation	Essential	Application + interview
Ability to demonstrate your use of good practice and anti-discriminatory working and show how you have promoted equality in your team.	Essential	Application form + interview
To be committed to promoting the highest standards in Health & Safety performance.	Essential	Application form + interview

June 2017

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