

BRIGHTON & HOVE CITY COUNCIL JIN 3357

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Housing Customer Support Team Leader
Reports to:	Service Development Manager
Department:	Housing
Section:	Private Sector Housing and Housing Adaptations team

Purpose of the Job

To lead, motivate, develop, co-ordinate and support a team of Customer Support Officers:

- to deliver a high performing, responsive and customer orientated service that deals pro-actively with enquiries from a variety of channels.
- to provide administrative and technical support to the Private Sector Housing and Housing Adaptations teams.

Principal Accountabilities

- To lead, manage, coordinate and develop the Customer Support Team to effectively manage all enquiries whether by telephone; face-to-face; email; letter; or through social media. To ensure the Team provide informative responses to customer enquiries so that the correct information is given out and recorded accurately.
- To be responsible for the 'Triage' system which determines the level of priority a housing adaptation/OT assessment case should have. The Team Leader will ensure that each case is prioritised as follows: High priority, Other priority, Emergency or Non-priority cases. The Team Leader will also need to ensure that referrals are made to other organisations, where appropriate.
- To develop the Team through regular training sessions to ensure a good working knowledge of the relevant legislative framework and council policies as they relate to the work of the Private Sector Housing and Housing Adaptations teams. In particular, as they relate to disrepair and management issues, houses in multiple occupation, the delivery of adaptations, the disabled facilities grant process and housing renewal assistance.
- To develop the Customer Support Team's knowledge of relevant policies and procedures; service standards; and information about services available from the council and partner agencies so that staff

are able to cover different roles within the team.

- To be responsible for the supervision and line management of the Customer Support Team, including recruitment and selection, appraisals, supervision sessions, learning and development and any performance or conduct issues. To lead and provide team meetings for the Team on a regular basis.
- To be responsible for prioritising visits to properties that have been assessed to have or likely to have a serious problem affecting the health and safety of the occupier. The assessment of each case will be undertaken based on information captured at the first point of contact via the Customer Services Team. The post holder will flag higher risk properties for immediate inspection/action.
- To be responsible for the provision of regular and up-to-date performance reports to Management on key performance indicators for Private Sector Housing and Housing Adaptations, and co-ordinate performance and service information to improve the service delivery model. To lead on improvement project work; promote a culture of continuous improvement and monitor, measure and report on organisational developments/ achievements.
- To role model a “can do” approach to both internal and external customers, investigating and resolving a range of issues in a professional, polite and timely manner and to be responsible for monitoring the service provided to customers
- To ensure that the Team deal with any enquiries, correspondence and complaints fairly, promptly and effectively, including assisting with, or carrying out investigations and identifying trends and actions to minimise repeat complaints. To recommend changes to policy and processes to the senior management team to deal with these.
- To oversee a project to improve customer service within the teams, which will (for example) include developing a variety of mechanisms for customers to provide feedback in order to improve systems and processes? This work will also involve stakeholder engagement.
- To be the pivotal link between the professional teams (Environmental Health Officers and Occupational Therapists) and the Customer Support Team. To develop and establish new ways of working to support the teams.
- To be responsible for the development and review of operational policies and procedures on a regular basis that the team use to ensure robust internal procedures and processes.

- To act as budget holder for the Customer Support Team, responsible for managing, monitoring and reporting in line with the council's financial procedures and regulations.
- To scrutinize audit trails of financial income to the Private Sector Housing and Housing Adaptations teams ensuring this appears on the General Ledger.
- To ensure support is provided for legal proceedings under the direction of the Senior Environmental Health Officer and Private Sector Housing Manager, by providing statements and giving evidence to support Housing Act proceedings (which may require court attendance).
- To manage the duties related to the work carried out to properties where work in default of notices served is required i.e. maintain a register of contractors, arrange for tender documents to be despatched and receive and record quotations according to Corporate Procedures. To raise orders, prepare invoices/demands for costs and deal with interim payments if appropriate. To ensure the correct financial and legal requirements are followed regarding charges entered on the property by notifying Land Charges.
- To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy. In particular: as set out in Section 4 of the Council's Health and Safety Policy, and within their area of responsibility:
 - To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
 - To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
 - To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
 - To ensure that safe premises, equipment and working environments are maintained
- To develop practices within the Team that uphold and develop the principles of the City Council's Inclusive Policy in relation to staff and to service provision.
- To work within and actively promote the City Council's Inclusive Policy in relation to service delivery and staff management and to ensure equalities information is captured and reported on, on a regular basis.

- To seek value for money in all aspects of the role and seek out and share any ideas for improving the economic, environmental and community sustainability of our operations.

It is very unlikely that this JD covers every issue that may arise within the post; therefore the post holder will be expected to carry out any other duties fitting into the overall purpose and grade of the job.

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PERSON SPECIFICATION

Job Title:	Housing Customer Support Team Leader
Reports to:	Service Development Manager
Department:	Housing
Section:	Private Sector Housing and Housing Adaptations teams

Essential Criteria

Job Related Education, Qualifications and Knowledge	<p>Either a professional qualification e.g CIH or similar, or a degree level qualification or demonstrable experience within a housing environment to such a level.</p> <p>Knowledge of relevant housing legislation; Uniform and Carefirst and other relevant operating systems; and procedures relating to services provided.</p> <p>Practical knowledge and experience of a range of software applications including Microsoft Office and computer based recording systems.</p> <p>Basic knowledge of Health and Safety policy and practice as it applies in their area of work.</p> <p>A basic understanding of the Safeguarding Adults at Risk and Sussex Child Protection and Safeguarding Policy and Procedures.</p>
Experience	<p>Substantial experience of working in a pressurised front line, multi-disciplinary, customer focused environment.</p> <p>Demonstrable experience of monitoring service standards and writing reports.</p> <p>Demonstrable experience of supervising, developing and motivating staff.</p> <p>Demonstrable experience of collaborative working to achieve results.</p> <p>Demonstrable experience of working with customers with a wide variety of needs including those who are vulnerable due to disability; mental health problems; poor housing conditions etc</p>

Skills and abilities	<p>Ability to work with the team to achieve target and deadlines and provide services to a specified standard.</p> <p>Ability to manage a budget, including staffing elements, in line with policy and procedure.</p> <p>Ability to analyse/interrogate monitoring data to evidence the achievement of desired outcomes or to identify gaps in service delivery.</p> <p>Excellent communications, interpersonal and customer care skills, having a positive approach to resolving problems and bringing creativity in working to resolve them.</p> <p>Ability to write reports and letters, and to keep clear, factual and contemporaneous records.</p> <p>Ability to research and use new technologies to improve the service to customers and support the efficient work of the team.</p> <p>Ability to work independently to achieve results, and to build positive relationships with colleagues and other service providers to work collaboratively to enable a cohesive approach to dealing customers.</p> <p>Ability to negotiate and influence behaviour change.</p> <p>Ability to contribute to continuous improvement activities with the team or service, maintaining performance and management information, in line with the post, to inform our assessments of performance.</p> <p>Ability to deal with sensitive personal information in an ethical and legally compliant way.</p> <p>Ability to understand the Private Sector Housing and Occupational Therapy & Adaptations services from a customer perspective and demonstrate commitment to support first class customer service.</p> <p>Ability to be flexible, prioritise workloads and work on own initiative.</p> <p>Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training</p>
Equalities	<p>To uphold and carry out the duties of the post with due regard to the City Council's Inclusive Council Policy.</p>

Other Requirements	<p>To be willing and able to work from any area of the city if required to do so.</p> <p>Collaborative working with all staff within the Housing service and with external colleagues and organisations in order to deliver the business priorities for the service.</p> <p>.</p>
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Organisational Chart

*(Please draw or attach a chart showing how this job relates to others in the **whole** section or department, show clearly where the job fits in to the structure, the supervisor's job, his/her supervisor and any other postholders who report to the job holder.)*

Hardest Part of the Job

To be a pivotal post that integrates the administration and customer service with the professional posts in the division to provide a seamless customer experience.

Managing and leading the support team, ensuring good performance and responding appropriately to enquiries from within the team, while at the same time maintaining hands-on involvement.

Dealing with a range of complex queries without reference to others and where initiative and judgement are required when deciding the appropriate course of action. Needing an awareness of a wide range of different procedural and statutory information to give correct information to callers.

Callers often want something we cannot give them e.g. re-housing or unrealistic adaptations and so can become agitated, angry or upset and so the post holder has to provide support to the team when dealing with calls of this nature and potentially intervene, when required.

The Team Leader will have to understand the legislative framework and policy context within which the combined team works including:-

- **Private Sector Housing:** Housing Act – Housing Health & Safety Rating System (HHSRS); Housing Act, what constitutes the different types of house in multiple occupation (HMO); which of those need to be licensed under national / mandatory HMO licensing or additional HMO licensing; Landlord and Tenant Act; drainage provisions of the Building Act; Environmental Protection Act premises statutory nuisance. Private Sector Housing Renewal Assistance – parameters, policy and test of resources / eligibility criteria.

- **Housing Adaptations:** Community Care Act; Housing Grants Construction & Regeneration Act; Fair Access to Care / Council eligibility criteria. Suggest highlighted sections in these bullets are added to Person Spec

Dimensions

The postholder will be line manager for 8 staff

An average of around 1,000 incoming phone calls per month, from which an average of around 115 service requests are generated for issue to environmental health officers and technical officers.

Around 900 HMO licensing applications are received, checked and entered on Uniform over each 5 year period under the national mandatory licensing scheme.

An extra 500 applications are expected under the additional HMO licensing scheme, in addition to the 1850 applications already received and being processed.

Around 150 disabled facilities grant applications are received per year for checking and means testing and around 450 public sector adaptations administered.

Around 50 cases are referred into the Housing Adaptations team per month from Adult Social Care teams.

Scope for Impact

The Team Leader post will be pivotal in managing the first point of contact for a service with fewer resources, in particular around availability of private sector housing renewal assistance, and re-prioritised workflows reflecting the growing importance of private sector HMO licensing and the increasing assessment demands around housing adaptations across all tenures.

The PSH / Adaptations Customer Service Team will respond to requests for assistance, advice and information about housing conditions from private tenants, landlords, and interested third parties, for example parents of students in rented homes or from occupiers of neighbouring properties.

In addition the team will provide advice, information and assistance about the: Occupational Therapy and adaptations services; OT assessment process; casework support for those applying for a Disabled Facilities Grant under the Housing Grants legislation; and, the delivery of major housing adaptations across all the different tenures in the City. The team will respond to requests for information from householders requesting an adaptation as well as social care, health professionals and advocates requesting updates on behalf of their clients.

As well as receiving calls relevant to the work of the teams, many calls are received about other issues such as those under landlord and tenant law, planning, building control, noise, mains drainage, health & safety, etc.

Knowledge of the work of a wide range of other council teams and organisations is therefore key to ensuring that customers are properly redirected when necessary.

The Team Leader is responsible for leading and managing the administrative team ensuring that it operates efficiently and that the team provide a high quality customer service. As well as managing and developing the team the Team Leader is responsible for developing and running performance and monitoring reports that record (and benchmark) the work of the team.

In addition, the Team Leader will oversee the customer service improvement work planned over the next few years, which will involve the post holder liaising with key stakeholders and reviewing mechanisms for customer feedback.

Job Context

The post provides management and leadership of the team that provides customer access into and administrative support to the Private Sector Housing and Housing Adaptations teams and is responsible for ensuring the provision of such support across both teams. The team supports the technical work of over 35 environmental health officers, technical officers, occupational therapists, occupation therapy assistants, home improvement officers and team managers.

Approval:

We confirm that the job description, person specification and additional information provided above convey a full and accurate description of the job at this time.

Post holder: Sign & print name	
Reports to: Sign & print name	
Date signed:	
Department:	
Section:	

HR Use only:

Job Analyst: Sign & print name	
Date evaluated	
Method:	