

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION QUESTIONNAIRE

Job Title	Housing Customer Service Team Leader
Reports to	Housing Customer Service Manager
Delivery Unit	Housing & Social Inclusion
Division	Inclusion, Income, Involvement & Improvement

Purpose of the Job

To lead, motivate and support a team of customer service officers to deliver a high quality, high performing, responsive and customer orientated service that provides the first point of contact for Housing & Social Inclusion services –this does not include the repairs and maintenance service.

To achieve 80% of enquiries from a variety of channels resolved at first point of contact, and to contribute to the easy access of information for customers. The post-holder will manage the discretionary schemes and disabled adaptations, and will coordinate customer feedback and performance reporting.

Principal Accountabilities

1. To ensure the provision of a high quality responsive front-line customer service to customers, coordinating and empowering the Customer Service Team to support each other and effectively manage all enquiries from a range of channels. They may be based at the customer service hub, at Housing Offices, or a community access point eg a library.
2. To manage resource requirements, rotas and working patterns to enable effective workload management, and ensure adequate cover is available at all times so that target levels of service are met for all contact channels (eg face-to-face, telephone, email, mail, web, text etc), and that any out of hours contacts are addressed early in the morning.
3. To ensure that information is developed and easily accessible from the Council's website, our housing offices and other community locations for reference by customers and staff.
4. To manage the discretionary schemes, disabled adaptations and other applied for services, liaising with colleagues as required.
5. To ensure that complaints, enquiries and correspondence are dealt with fairly, effectively, professionally, and within target, including assisting with, or carrying out, investigations, identifying trends and actions to minimise repeat complainants and recommending changes to policy or processes.
6. To promote excellent team working, customer focus and service delivery through a

variety of mechanisms, for example, induction, training, ensuring staff are clear about their roles and how they link with wider objectives, effective regular communications and team meetings, seeking and using feedback, one-to-one meetings, providing positive and constructive feedback, taking an interest in staff and listening to their concerns, managing sickness levels, and providing advice and guidance on housing and employee matters as required.

7. To work with the Customer Service Manager and service teams to ensure adequate planning of service areas that will be migrated to the Customer Service Hub, seeing that procedures are in place, and that the team is trained and ready for the new services.
8. To pro-actively develop a variety of mechanisms for customers to provide feedback, carrying out satisfaction and performance evaluation using eg surveys, mystery shopping, complaints and performance data to work with the team to agree continuous improvement performance plans, work targets and systems or process changes.
9. To participate in, or lead, project work to improve service delivery, this could include for example supporting team members to achieve customer service qualifications, mystery shopping, Customer Service Week planning, process or service reviews.
10. To participate in the effective recruitment, induction, training and development of staff across the Delivery Unit.
11. To deputise for the Housing Customer Service Manager in his/her absence.

General Accountabilities

Resident Engagement

To ensure the team can make a positive contribution to consulting, involving and working with a wide range of residents in order that they can shape all aspects of our service.

Health & Safety

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

Equalities

To work within and actively promote the City Council's Inclusive Policy in relation to service delivery and staff management.

Sustainability

Continuously evaluate the service in line with environmental, economic and social/community sustainability, and recommend and share proposals for improving this.

The post may require occasional evening or Saturday attendance at community meetings or events. Time off in lieu can be taken to account for this.

It is very unlikely that this job description 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

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Delivery Unit	Housing & Social Inclusion
Division	Inclusion, Income, Involvement & Improvement

Essential Criteria

Job Related Education, Qualifications and Knowledge	<p>Either a degree level qualification, or demonstrable experience within a housing environment to such a level.</p> <p>Knowledge of housing legislation, Housing Management computer systems eg (OHMS, Northgate) 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>Working in a pressurised front line, multi-disciplinary, customer focused housing/community environment.</p> <p>Using statistical reports to monitor and performance improve.</p> <p>Supervising, developing, supporting and motivating staff.</p> <p>Building good working relationships with all members of a team equally and adopting a mature, sensitive and outcomes focussed approach to resolving workforce issues.</p> <p>Working with residents to understand their views and/or preferences.</p> <p>Working with customers with mental health issues, alcohol or drug dependency issues, complex personal lives 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 instil high customer focus in others, congratulate success, and constructively challenge poor conduct, customer service, performance or lack of awareness.</p> <p>Excellent communication, interpersonal and customer care skills - having a positive approach to resolving problems and complaints, bringing creativity in working to resolve them.</p>

	<p>Ability to write reports and letters, and to keep clear, factual and up to date records.</p> <p>Ability to work independently to achieve results, and to work collaboratively and build positive relationships to tackle local issues.</p> <p>Ability to manage a range of team functions, organise workloads, and build on staff members' key strengths, and redefine work responsibilities to play to these strengths and minimise team weaknesses.</p> <p>Ability to negotiate, and influence behaviour change.</p> <p>Ability to be flexible, work within a changing environment, prioritise workloads, act on own initiative, assess risks, make decisions and know when to ask for help.</p> <p>Ability to maintain and use performance and management information.</p> <p>Ability to communicate effectively and positively with people from a range of backgrounds while representing the council as landlord and service provider.</p> <p>Ability to deal with sensitive personal information in an ethical and legally compliant way.</p>
Equalities	<p>Promoting diversity within the workplace and in service delivery, valuing difference, and carrying out duties of the post with high regard for the Council's Inclusive Council Policy.</p>
Other Requirements	<p>Commitment to co-operate and adhere to Health and Safety policy and practices and instructions, and to attending relevant Health & Safety training</p> <p>To be willing and able to work from any area of the city.</p> <p>Collaborative working with internal and external colleagues and organisations in order to deliver the business priorities for the service.</p> <p>To be willing and able to attend resident meetings or community events in the evening or on a Saturday.</p> <p>To be well presented and willing to wear council branded clothing.</p>