**JIN 3121 – December 2016**

**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:** | Housing Customer Service Manager |
| **Reports to:** | Housing Service Operations Manager |
| **Department:** | Neighbourhoods, Communities & Housing |
| **Division** | Income, Involvement & Improvement |
| **Section:** | Housing Customer Service |

**Purpose of the Job**

To provide direction and leadership to the Housing Customer Service and Housing Customer Support Teams, ensuring their work is customer focussed, cost effective and accurate.

To manage the teams’ performance and resident satisfaction with it, using feedback from this to adapt and develop their work.

To take the lead in promoting a customer centric approach across Housing linking this work to council wide modernisation and digital transformation initiatives.

**Principal Accountabilities**

1. To lead, manage and develop two teams of staff; one to provide an integrated and professional housing management advice service and the other to deliver a high performing, responsive and customer orientated service that deals with enquiries from customers of the Private Sector Housing & Housing Adaptations services. To go beyond day to day management to ensure that the teams have the resources, development, autonomy and support required to deliver long-term success and continuous improvement. To be accountable for the performance and service delivery of the teams and report on performance and outcomes as required.
2. To participate in or lead project work and measures to improve service delivery. Initiate, develop, participate in and implement new strategies and procedures to improve service delivery, work practice and performance, to ensure consistency of service delivery and guidance for staff.
3. To ensure that officer work practice is of a high standard with comprehensive recording and clear evidence of decision making processes and ensuring that it is consistent with relevant legislation, statutory guidance, policy, procedures and good practice.
4. To implement performance measures to ensure that staff prioritise work to mitigate negative impacts on our occupancy, income streams and reputation, and reduce the risk of fraud; and that administration, record keeping, systems and databases are accurate and up to date, and that information is accessible across the service.
5. Manage delegated budgets in line with the council’s standing orders and financial regulations, accurately forecasting expenditure and identifying opportunities for income generation.
6. Drive continous improvement in the customer experience of Housing, promoting the corporate customer promise, digital initiatives and ‘channel shift’, leading by example, through the work of the Housing Customer Service and Housing Customer Support teams.
7. To lead, develop and improve operational relationships with internal service providers (other specialist housing teams and other council colleagues) and external service providers such as home improvement agency, partnership, community and voluntary organisations to ensure that a multi-agency collaborative approach is used to identify and deliver innovative, customer focused solutions for individuals, households and communities.
8. Work collaboratively with service managers to transfer all front-line council tenant enquiries about housing management issues to the Housing Customer Service team, developing staff to take on an expanding portfolio of work.
9. Maintain an overall knowledge of industry developments and good practice and use this information to innovate and develop services. Remain up to date and fully aware of relevant changes in legislation, case law, statutory guidance and policy and ensure staff training needs and gaps in knowledge is met.
10. Pursue opportunities for external validation of the quality of service, participating in benchmarking and value for money studies; understanding service costs, what drives them and areas for efficiency savings.

**General Accountabilities**

**Stakeholder Engagement**

To ensure the team can make a positive contribution to consulting, involving and working with a wide range of residents, private sector landlords, managing agents and local home improvement agency in order that they can shape Housing services.

**Health & Safety**

To ensure all operations in your 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 develop practices within the directorate/division that uphold and develop the principles of the City Council’s Inclusive Council Policy in relation to staff and to service provision.

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

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description from time to time to reflect changes in, or to, your job. You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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**Essential Criteria**

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| **Job Related Education, Qualifications and Knowledge** | 1. Either a professional qualification and/or a relevant degree level qualification or proven management experience of working in a similar field. 2. Demonstrable knowledge of customer contact centre services and providing multi-channel advice and enquiry services. 3. Demonstrable knowledge of the range of housing services and the legal context, political, internal and external environments in which they are delivered. 4. Knowledge of Health & Safety policy and practice as it applies in their area of work and within the workplace. |
| **Experience** | 1. Substantial experience of managing staff to provide customer contact services within a performance management and customer focussed culture. 2. Experience of leading service transformation programmes and motivating staff through change. 3. Experience of developing working relationships with internal partners at a senior level. 4. Experience of interpreting and managing service level budgets. 5. Proven experience of reviewing business processes and developing new practices and procedures. 6. Experience of providing services to vulnerable people and of the associated barriers to communication, challenging behaviour and safeguarding that this can include. 7. Substantial knowledge and experience of using ICT, call centre technology, social media and software applications including Microsoft Office. |
| **Skills and Abilities** | 1. Excellent communication and interpersonal skills with a customer focussed approach to resolving problems and service development. 2. Ability to anticipate potential sources of complaint and customer dissatisfaction. To build a skill base across the team where team members are able to resolve issues of concern at point of contact. 3. An ability to think innovatively and strategiccally and be able to generate new ideas that bring demonstrable improvements in customer service. 4. Ability to lead, plan and deliver projects. 5. Ability to lead, manage and motivate a team of differing abiilities effectively to meet targets and deadlines and provide services to a specified standard, ensuring that staff and teams have the support required to deliver long term success and continuous improvement. 6. Ability to give presentations, write reports and letters and to keep clear, factual and contemporaneous records. 7. Ability to work collaboratively with internal and external providers to achieve joint objectives. |
| **Equalities** | To demonstrate a commitment to the principles of equality and to be able to carry out duties of the post in accordance with the Council’s Inclusion Policy. |