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Job Description

Senior Customer Services Officer

All criteria are Essential unless indicated otherwise

Reports to:

Assistant Director of Customer Services and Partnerships

Responsible for:

Customer Services Assistants

Overall Job Purpose:

Lead and deliver a high-quality customer service to Barcud's tenants that enables Barcud to meet its business objectives and the needs of its external customers.

Key Responsibilities –

Customer Service:

- Lead on the delivery of a high-quality, customer focused service to tenants.
- Promote and ensure all tenant enquiries are handled in an appropriate manner.
- Develop and implement procedures to ensure tenant enquiries are handled with a high-quality and all services are provided to Barcud's standards.
- Be the first point of contact for tenant enquires, answering enquiries and directing tenants to other colleagues as and when appropriate.
- Oversee the ordering, processing and completion of repairs in a timely manner, seeking to ascertain the issues behind any delays or poor service delivery.
- Process compliments and ensure these are distributed to the relevant team at Barcud, promoting the good work the Association is doing.
- Investigate informal complaints within agreed timescales, ensuring learning points are appropriately captured and integrated into service delivery and tenants are made aware of the impact of their complaint on service delivery.
- Oversee the provision of a collaborative Customer Service where tenants' and other stakeholders' enquiries are distributed to relevant colleagues across the Association.
- Ensure tenants are referred to external stakeholders, including Local Authorities, when appropriate.
- Assist with the development and implementation of Customer Service strategies, systems and process, always seeking to improve service delivery through innovation.

- Monitor budgets and authorise expenditures in relation to Customer Service.
- Manage and monitor Customer Service databases, ensuring all data is entered swiftly and stored accurately and robustly.
- Record and follow up on any Delta Wellbeing contacts the following day.
- Respond to the 'live chat' function on the website as appropriate.
- Lead and administer customer satisfaction surveys across Barcud's operation.
- Oversee the processing of rent over the phone and in person by Customer Service Assistants, ensuring tenants can pay rent through a variety of payment methods.
- Deputise for the Assistant Director of Customer Services and Partnerships when required.

People:

- Be responsible for the daily management of the Customer Service Assistants, ensuring its work is delivered to the highest standards.
- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



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Personal Specification

Senior Customer Services Officer

This person specification details the experience and skills for the position of Senior Customer Services Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Educated to GCSE level, including English Language.
- Evidence of proactive professional development. (D)

Experience

- Experience in a customer-facing role.
- Providing Customer Services on the telephone and in person.
- Experience in a leadership role, for example leading project teams.
- Managing a team of staff and carrying out supervisory responsibilities.
- Experience of managing team performance. Assisting with the development of Customer Service strategies, systems and processes.
- Maintaining accurate records on customer-facing services.
- Encouraging collaboration in Customer Service delivery.
- Public sector or Housing Association experience. (D)

Skills / Knowledge

- Understanding of the common challenges and issues in Customer Service delivery.
- Friendly, professional and welcoming manner.
- Welsh and English speaker.
- A strong commitment to a people focused culture.
- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.

- Ability to manage, develop and implement processes, procedures and systems relating to tenancy management, sustainment and income.
- Ability to lead and motivate staff.
- Able to set appropriate and challenging performance targets for own team and self.