

Job Description

Job title: Customer Specialist – Housing

Accountable to: Customer Specialist Manager – Housing

Job Purpose: Our vision is to have a positive and lasting impact on our customers lives by offering them safe high-quality homes and connected communities. We'll do this by shaping our services around customer, ensuring we deliver outcomes right first time. Whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative. Working alongside colleagues to achieve our priorities you will commit whole heartedly to this journey we have embarked upon to create a truly customer focussed culture. This is a customer focused role with the primary aim of taking ownership of complex housing related issues and queries. You will ensure you deliver a professional, excellent customer experience by actioning and closing complex queries at the point of contact. Where this is not possible you will take an end-to-end case management approach to owning and investigating the issue by interrogating systems and collaborating with relevant stakeholders to reach the right outcome and effective resolution. You will actively engage with the customer to understand their issue to be able to resolve it in a timely and appropriate way. You will ensure that the customer is kept fully informed of actions agreed as they are carried out in a timely way to set standards. Responsible for maintaining high data quality within digital and other relevant systems. Ensuring that data are held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: Contribute to the overall annual budgeting process and ensuring compliance with financial regulations.

People responsibility: No direct or indirect reports.

Autonomy: Direction of the Head of Customer Specialist Services and Customer Specialist Manager (Housing), the role is responsible for achieving our operational goals, customer satisfaction standards, and maximising regulatory, legislative and industry best practice.

Key Accountabilities

- To take responsibility to deliver the right outcome for our customers in a safe and timely way.
- Resolve a range of existing complex housing issues across all channels, for example but not exclusive, all tenancy related issues including tenancy breaches such as property condition, tenancy changes including succession, joint to sole, tenancy fraud, investigating possible abandonment, emergency decanting, nuisance, Anti-social Behaviour and Domestic Abuse, and safeguarding and residents and assets to a lesser degree Income and Lettings issues) in an effective, customer focused way.
- Contribute to and Meet KPI targets and agreed performance levels ensuring customer satisfaction is met.

- Consider the solutions and options with each complex matter case by case, show flexibility and innovation in seeking the best outcome for the customer to prevent escalations to complaint.
- Keep customers updated of progress by explaining the actions and resolutions you can take, making it clear and ensuring the customer understands and agrees with the proposed course of action.
- Ensure systems are fully updated with notes, actions and plans agreed to enable a 360 and consistent view of customer interactions.
- Empowered to resolve queries wherever possible, engaging the wider business where appropriate and to achieve the best outcome for the customer. Working closely and collaboratively to support our customers and service delivery alongside Locality teams and other key stakeholders. Minimising impact on Locality teams and delivering for our customers.
- Act decisively and professionally to investigate and mitigate all issues that could pose a risk or impact to customers, our properties, or the business.
- Ensure all customer interactions, written and verbal, are clear and delivered in a way that aligns with Sovereign Network Group's (SNG's) tone-of-voice.
- Proactively liaise with colleagues at all levels and across the CSMC and Locality teams to maintain the focus on improved housing and complaint resolution.
- You will be working with other Locality teams and related Customer functions to deliver all operational services to an agreed area and set of standards which will need collaboration and co-operation between all teams.
- Work collaboratively with the Locality and cross functional teams to provide a proactive data led service to deliver the customer outcomes, building trust and respect within our communities whilst ensuring effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Acting as the customer's champion and primary point of contact for complex queries.
- Ability to propose creative solutions that drive continuous improvement rather than tried and tested methods.
- Ensure own effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Observe and comply with SNG's policies and procedures and observe and continually promote equality and inclusion and customer care in compliance with organisational aims and objectives.
- Contribute to delivery of the Corporate Plan, supporting key projects and activities, delivering the agreed business outcomes and benefits.
- Observe and comply with SNG's policies and procedures and continually promote equality and inclusion and customer care in compliance with organisational aims and objectives.
- Holds the Data Steward role for data related to Customer as set out in SNG's data Landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation.

- Contribute to the collective detailed local knowledge of customer, asset and investment needs, sharing this with key stakeholders in Localities.
- Meet challenging targets for key business services to meet agreed performance, service and financial standards ensuring we meet customer satisfaction.
- Work closely with key stakeholders in Localities and wider business to identify issues that may impact SNG or our residents and support with development and implementation of mitigation plans.

Knowledge & Skills:

- Act with confidence, influence and authority when liaising with all appropriate stakeholders.
- Experience of delivering landlord services to sustain tenancies and maintain our homes and places.
- Excellent demonstrable knowledge of housing, tenancy and neighbourhood matters to maintain and improve outcomes for our customers.
- Understand industry terminology, regulatory and legal requirements.
- Focus on providing great service and outcomes for customers.
- Demonstrate active listening skills, empathy and emotional intelligence when engaging with customers to ensure the customer is fully understood.
- Attention to detail and ability to make data led decisions.
- Be confident with communication and assertive when agreeing actions with the customer and other colleagues and service areas.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results and create a great place to work.
- Experience of working effectively and collaboratively with internal and external Stakeholders.
- Exhibit operational thinking and values driven behaviours to fulfil our ambitious corporate plan and customer impact, asset, and home and place strategies.
- Experience of working across teams and agencies to address complex customer needs.
- Evidence of being able to understand and appreciate differing viewpoints.
- An effective communicator that builds trust and respect able to influence and challenge.
- Evidence of excellent customer service achievements in a complex delivery environment.
- Have a track record of meeting deadlines and working effectively with others in a complex and dynamic environment.
- Able to manage the expectations of a variety of competing stakeholders.
- Proficient use of a variety of systems and digital products.
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.
- We encourage the membership of a professional body – CIH (Chartered institute of Housing) or equivalent.
- Ability to work with others to optimise team performance.
- Ability to receive honest communication and develop inclusive relationships whilst remaining self-motivated and accountable for your work.
- Excellent oral and written communication and interpersonal skills.

- Understanding of data breaches, associated implications, and industry standards of preventing/triaging a breach.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1363	Paula Dawson	05/10/22	05/10/22
2.0	1363	Jennie Hempleman	23/06/23	23/06/23
3.0	1363	Claire Dinsey (new template only)	March 2024	