

Role Profile

Role Title:	Housing Officer (Hub)
Department:	Customer Hub
Role Purpose:	Taking a lead role in the Hub handling specialist and more complex housing, estates, ASB (Antisocial Behaviour) and repair enquiries and escalations, which ensures a first-class customer focused service to our diverse customer base, which quickly identifies their needs and provides effective first contact resolution.
Reporting to:	Team Leader
Responsible for:	N/A
Checks:	Basic DBS & Social Media Check
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities:	<ul style="list-style-type: none"> • Respond to large daily volumes of more complex and escalated inbound customer queries and requests through a variety of customer channels, and touchpoints including telephone (primary source), email, chat, social media, Connect (Colleague App). • Triage and respond efficiently to calls relating, but not limited to Aids & Adaptations, ASB, Estates, Homeless Services, Mutual Exchange, Safeguarding, Service Charge, Shared Ownership, Succession, Suspected Tenancy Breach, Unauthorised Occupier, Escalated calls from first line Customer Officers. • Deal with enquiries quickly but effectively, limiting the level of potential call abandonment rates. • Seek 1st call resolution to set target levels. • Deal effectively with frustrated and sometimes irate customers, who may have been let down by our usual high service standards, in a professional and empathetic manner. • Take ownership of calls, make informed decisions and record details accurately, ensuring there is a comprehensive history of customer contacts with us and resolve where possible in line with Company Policies and procedures. • Ensure all customers fully understand the next steps in their query resolution by playing back and checking understanding before ending any call enquiry, removing the need for further unavoidable contact. • Contribute to the success of the wider team by engaging in quality improvement exercises and feeding back where customer service can be
-----------------------------------	--

	<p>enhanced, working collaboratively across the organisation with peer estates and tenancy services officers to get to the root cause and solution of emerging trends and avoidable contact.</p> <ul style="list-style-type: none"> • Work collaboratively across wider peers and teams across the organisation to relay trends, work together on solutions and reduce all avoidable contact based on learning. • Undertake any other duties as appropriate with this post.
Education, Qualifications & Training	<ul style="list-style-type: none"> • Educated to a good standard of literacy and numeracy. English & Math's GCSE or equivalent essential, Grade C / Level 4 or above. • Achieved (or willing to work towards) a level 3 Housing qualification.
Knowledge & Experience:	<ul style="list-style-type: none"> • Proven field-based knowledge of the social housing sector and core tenancy and legal processes involved. • Proven experience of working in a high demand customer services environment. • Excellent experience of dealing sensitively with complex calls and complaints from customers. • Detailed knowledge and practical experience of dealing with the majority if not all the following housing areas: Aids & Adaptations, Anti-Social Behaviour, Homeless Services, Mutual Exchange, Repairs and follow on works, Safeguarding, Service Charges, Shared Ownership, Succession, Suspected Tenancy Breach, Unauthorised Occupier. • Experience of dealing with repair related calls (desirable). • Proven experience of using CRM databases. • Excellent Microsoft Office skills, including Word and Outlook.
Role Specific Skills & Behaviours:	<ul style="list-style-type: none"> • Strong knowledge of customer service best practice. • Ability to get to the central issue(s) of a problem and then act to resolve it linking in with other colleagues across the organisation. • Positive attitude with a flexible and resilient approach to change. • Excellent communication skills, written and verbal with the capability to write complex letters. • Ability to negotiate and influence others whilst supporting an empathetic approach. • Make good judgements throughout the customers' journey and demonstrate the ability to work under pressure. • Ability to use own initiative when prioritising your workload and ensure that you take a proactive approach when settling claims. • A natural ability to manage conflict with an investigative mind to solve

customer enquiries

- Active listening skills.
- Experience of working with customers from diverse and wide-ranging socio-economic backgrounds, in particular social housing (desirable).
- Comfortable working in a high demand, pressurised and changing environment.
- Excellent team skills which seek to support others in delivering first class customer services to customers.
- Resilient with experience in use of tools and techniques to switch off following what can often be difficult working days depending on the nature of calls being handled.
- Understanding and commitment to the principles of equality and diversity.