Role Profile

|  |  |
| --- | --- |
| **Role Title:** | Complex Housing Officer (Hub) |
| **Department:** | Hub |
| **Role Purpose:** | Taking a lead role in the Hub handling specialist and more complex housing, estates, ASB 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:** | [Frontline Worker](file:///C:\Users\sanghana\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\URI1ZA49\B&S%20Framework%20Role%20Levels\1.%20Frontline%20Worker.docx) |

|  |  |
| --- | --- |
| **Key Role Responsibilities** | Respond to large daily volumes of more complex and escalated inbound customer queries and requests through a variety of customer channels, including:   * + Telephone (primary source)   + Email   + Chat   + Social Media   + Connect – Colleague App   Triage and respond efficiently to calls relating 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   (this list highlights most common reasons for customer contact but is not exhaustive)  Deal with enquires 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.  Record every customer contact received on our customer databases, ensuring there is a comprehensive history of customer contacts with us.  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 enhanced working collaboratively and across the organisation with peer estates and tenancy services officers to get to the root cause and solution of emerging trends and avoidable contact.  Undertake any other duties as appropriate with this post. |

|  |  |
| --- | --- |
| **Education, Qualifications and Training** | * Educated to a good standard of literacy and numeracy. English & Math’s GSCE or equivalent essential, Grade C / Level 4 or above. * Call centre training in areas such as customer services / call handling / negotiation skills / 1st time resolution (desirable) * Housing qualification (desirable) |
| **Knowledge and Experience** | * 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 te majority if not all of the below 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 * Ability to get to the central issue(s) of a problem and then acting to resolve it linking in with other colleagues across the organisation. * Experience of dealing with repair related calls (desirable) * Proven experience of using CRM databases. * Excellent Microsoft Office skills, to include Word and Outlook. |
| **Role Specific Skills & Behaviours** | * Excellent verbal and written communication skills. * Active listening skills. * Calm under pressure, seeking effective resolutions to customer needs. * Ability to see information and get to the central issue(s) quickly. * Solution focused * Empathetic to the customers’ needs and situations * 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. * High levels of attention to detail against a high demand workload. * Resilient with experience in use of tools and techniques to switch off following what can often by difficult working days depending on the nature of calls being handled. * Understanding and commitment to the principles of equality and diversity. |