

## Job Description

**Job title:** Customer Specialist Manager – Housing

**Accountable to:** Head of Customer Specialist Services

### **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 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 wholeheartedly to this journey we have embarked upon to create a truly customer focussed culture.

To lead the Specialist Housing Team to deliver Tier 2 proactive end-to-end high quality triage case management for complex housing queries and enquiries

As subject matter expert you'll ensure complex housing related queries are handled and resolved in an effective, timely and compliant way to achieve excellent customer experience and outcomes. You will be accountable for leading the team to ensure existing queries are dealt with to avoid unnecessary handoff to the wider business to reduce customer frustration and increase satisfaction.

To build strong internal /external (Local Authority and statutory agencies) relationships through active engagement with key stakeholders to ensure desired customer outcomes to queries are reached. Work collaboratively with other specialist teams, colleagues in the Customer Service Management Centre and Locality teams to deliver the Corporate Plan and Customer Vision.

Be responsible for maintaining high data quality in Dynamics 365, Active H, SEMS and other relevant data sources.

### **Dimensions:**

**Financial responsibility:** Contribute to the overall annual budget setting process and any devolved budget. And drive to reduce costs linked to double handling, repeat callers and delays in resolving customer queries.

**People responsibility:** You will lead a specialist team of up to 8 people as direct reports. The team comprises all Housing Specialists (x16 in total).

**Autonomy:** Within broad direction set by the Customer Operations Director and the Head of Customer Specialist Services, the role is responsible for achieving our operational and financial goals, performance targets and customer satisfaction standards, in-keeping with regulatory, legislative and best practice.

### **Key Accountabilities:**

- To take responsibility to deliver the right outcome for our customer in a safe and timely way
- Lead, motivate and empower the team to deliver clear, high quality, consistent advice and outcomes to customers regarding complex housing queries (for example but not inclusive, all tenancy related issues including breaches such as condition like hoarding, succession, joint to sole, fraud, abandonment, decant, nuisance, ASB and DA, safeguarding etc to a lesser degree Income and Lettings issues)
- Excellent delivery and execution in day-to-day KPI's in line with the business and customer needs resulting in an exceptional customer experience
- To lead the team through a period of transformational change to ensure the Centre-Led Operation consistently delivers a great customer experience across all channels
- Develop the service, knowledge and experience of the of the team to create professional housing customer outcome focused specialists
- Monitor available performance data to ensure all existing queries are handled effectively, in a consistent way
- Contribute to building a holistic view of the customer by ensuring all agreed customer actions and outcomes are recorded accurately on relevant systems
- Work with colleagues in the wider Customer Service Management Centre to ensure the correct routing of complex housing queries directly to the team
- Liase directly with appropriate colleagues and stakeholders to gain additional information, actions taken so far, to inform decision making to resolve customer query in a timely way to prevent complaint escalation
- Be responsible for ensuring the team provide a prompt response and keep the customer updated regularly of progress, agreed actions and anticipated outcomes to increase customer satisfaction
- Collaborate with colleagues across CSMC to ensure efficient use of available resource to maximise performance to meet customer demand
- Optimise customer contact across each channel through a focused approach in meeting customer demand
- Influence the development of digital channels, embedding new ways of working within the operation to improve the customer journey
- Shape and develop our 'approach to customer' by maintaining strong connections with colleagues within the CSMC and Locality Teams 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
- Ability to propose creative solutions that test the 'As Is' and drive continuous improvement
- Using data to help drive continuous improvements to existing processes and systems
- Developing continuous improvement strategies that optimise efficiency of the operation
- Provide constructive challenge to current processes, provide solutions and improvements to ensure that processes are consistent and compliant across all centre-led services
- Leverage the collective combined knowledge across the specialist teams to build skills and knowledge across wider service centre to better serve customers at first point of contact
- Responsible for data related to Customer as set out in Sovereign'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.
- As a leader, role model and bring our values to life, showing authenticity, integrity, and credibility.
- Set direction within the team by being clear on expectations, giving clarity of requirement and supporting team and individual performance through robust feedback.
- Be visible and present as a leader within the team, demonstrating professionalism and confidence, always holding self and others to account.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign’s corporate objectives whilst observing Sovereign’s policies, procedures, and ways of working.
- 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.
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation.

**Knowledge & Skills:**

- Proven experience of leading a specialist team in a complex and dynamic environment
- Demonstrate a high level of housing specific expertise, knowledge and legislation (ASB, safeguarding, tenancy and neighbourhood management issues etc)
- Evidence of excellent customer service achievements in a complex delivery environment
- Focused on delivering great outcomes for customers
- Strong communication and listening skills
- Confidence to make informed decisions and manage stakeholders' expectations
- Developed coaching and management skills to inspire others to optimise performance and ‘do the right thing’ for our customers
- Recruiting, nurturing and developing a highly professional team of specialists to deliver our customer impact strategy
- Excellent stakeholder management experience, with an ability to engage internal and external colleagues to achieve desired customer outcomes
- Ability to interrogate systems to inform outcome focused solutions for customers
- Ability to validate and impact assess, to escalate data issues as required
- Knowledge of methods to monitor the quality of data and identify issues e.g reconciliations.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

Version	Job code	Author	Date created/modified	Effective date
v1		Paula Dawson	05 Oct 22	