

Housing Plus Group
Job profile and person specification

Role title	Customer Services Officer	Date	September 2023
Reports to	Customer Services Team Manager	Version	
DBS required	DBS Basic		

Job purpose:		
To provide an efficient and high-quality service to customers at Severnside Housing Association and South Staffordshire Housing Association.		
Main accountabilities: List in order of priority, the major activities, or functions necessary to achieve the job's end results.		Time (%)
1	To answer all telephone calls in accordance with agreed quality standards	
2	To provide an immediate response on enquiries received into the Customer Services Team, only redirecting calls for more complex issues.	
3	To issue inspection and repairs orders including emergencies and grounds maintenance in accordance with procedures and to log accordingly on the repairs system.	
4	To take steps to put into action any service agreed with callers and to respond to tenant's requests regarding work progress.	
5	To notify the Team Manager and Communication Team, of any customer complaints where there is the potential of negative media attention.	
6	To identify vulnerable customers or tenant's at risk of harm for e.g., safeguarding concerns, domestic abuse, ASB or unsafe properties. Notifying the Neighbourhood Duty officer immediately of the risks identified.	
7	To ensure that all calls are handled timely and efficiently, to ensure that the targeted Grade of Service is achieved. Whilst also maintaining accurate records of all calls, including categorisation.	
8	To ensure that all calls are handled in line with the call quality standard, and that data protection requirements are adhered to at all times.	
9	To report to IT and Team Manager promptly any system issues preventing the delivery of service. Also feeding back inaccuracies or barriers with the knowledge base.	
10	To action and respond to all customer email enquires, in a timely and professional manner.	
11	To action and respond to all internal business requests via the Customer Service inbox.	
12	To cover the reception as and when required, ensuring that the relevant duties are carried out.	
13	To carry out administrative tasks including working on behalf of the Operations Division as volumes of telephone calls permit, or when requested to do so by the Customer Services Supervisor/Team Leader.	
14	To assist with administration; and analysis of customer feedback.	
15	To maintain and update tenancy records and applicant/customers files and ensure that data is filed appropriately and promptly.	
16	To be a customer champion within other sections of the organisation, keeping Customer	

	Services Team informed of any changes.	
17	To provide appropriate reporting systems, preparing and presenting reports as required.	
18	To ensure that maximum use is made of information technology systems within the department.	
19	To ensure the Group's Single Equalities Scheme is fully implemented at all times.	
20	To ensure the values of the Organisation are displayed throughout all work activities.	
21	To carry out any other duties appropriate to this post, as necessary or as requested.	
22	To carry out work on department projects, as directed by Customer Services Supervisor/Team Leader.	
Financial responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.		
Health and Safety: In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / Safety Representative achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities". Role Specific responsibilities example Nil		
Data Protection: - To follow the Data Protection principles in all work activity - To attend any training specific to the role regarding GDPR		
People responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility.		
Direct reports		Indirect reports
0		0
		Total employees
		0
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: Project Management related to role activity – managing change, implementation of new systems		Essential /Desirable
Knowledge, skills and abilities: Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.		
1	Qualifications	
2	Relevant Experience:	
	Experience of volume calls handling	D
	Experience of working in a customer service environment	E
3	Skills and Abilities:	
	Good I.T. skills, including Microsoft Word and Excel and aptitude to learn new systems as required	E
	Problem solving skills	E
	Good telephone manner	E
	Ability to diffuse heated conversations	E
4	Customer service and quality focus:	
	Able to handle sensitive enquires, and communicate with vulnerable customers	E
5	Achievement Orientation	
6	Thinking Style	
7	Communicating:	

	Written skills -Clear/concise report and letter writing	D
	Verbal skills - Ability to handle difficult customers with diplomacy	E
8	Planning and Organising:	
	Ability to handle pressure and meet deadlines	E
	Able to work flexibly	E
9	Personal Motivation and Commitment	
10	Team Working	
11	Persuasion and Influencing	
12	Equality and diversity	
13	Special Requirements:	
	Basic technical knowledge of housing/repairs	D

Further relevant information

Training Plan

Mandatory training	Role related training	Person Specific training
GDPR Awareness	Carval system	Annual Employment Law Update
Fire Awareness	Documotive system	
Safeguarding Awareness	Power BI	