



Senior Customer Services Officer

Job information pack

June 2024

Hello

Thank you very much for your interest in the position of Senior Customer Services Officer here at Arawak Walton Housing Association.

A little bit about us...

Arawak Walton is the largest independent Black and Minority Ethnic housing association in the Northwest and currently manages 1,203 homes within Manchester, Stockport and Trafford. We have inspirations to grow, mainly through working with peer associations to address the housing needs in our areas. We aspire to be the housing provider of choice for all our customers whilst remaining financially strong and independent.

We are passionate about what we do, and we are passionate about the people we serve. We have a proud heritage in helping to create vibrant and sustainable multi-cultural neighbourhoods in inner city areas by working with community groups, local enterprises, charities, and organisations across Manchester. We put our tenants at the heart of all our decision making.

We have been through a period of significant change over the last 18 months. Our Operations teams have been restructured to ensure that we have the structure to enable us to respond to the challenges facing the sector. We have created an Asset Manager position. This person will ensure that our plans and strategic priorities around asset management are delivered.

A vacancy has recently arisen in our Tenant Services Team and is a fantastic opportunity for someone with team leader skills and a passion for customer services to join us to lead our front line team.

On the following pages you will find information the role and how to apply.

Best wishes and
best of luck!



Senior Customer Services Officer

Salary Up to £35,421 pa plus excellent benefits
Full time - 35 hours per week

Our newly created Tenant Services Team is seeking a forward thinking, confident, customer driven individual who can lead our frontline contact team.

You must be committed to promoting equality, diversity and inclusion and should have a flair for customer service with a keen interest in helping people.

In this role you will be a role model. Modelling attitudes and behaviours and ensuring the highest level of customer service from your team. You will work alongside other senior colleagues to ensure a 'one-team' approach, ensuring seamless and consistent service delivery. You will promote a coaching culture and ensure your team are trained and equipped to manage their work. You will look to innovate and review your teams' service and the customer experience and be able to interpret performance information and report progress to the Head of Tenant Services.

You will communicate effectively with colleagues, contractors and customers, ensuring a professional service which reflects our values. You will oversee our responsive repairs service and look for ways to improve our repairs diagnostics capabilities and ensure our customer feedback is fed through to our processes.

You will have:

- Customer service or call centre experience
- Team leadership experience / experience of managing or supervising a team
- Excellent communications, influencing, and negotiation skills.
- Experience managing relationships with external partners
- Confidence and resilience
- A qualification in housing, customer services or similar would be advantageous.
- Knowledge or experience of repairs would also be beneficial but not essential, as we can provide training.

- Generous employer pension contribution
- HSF health cashback and employee perks scheme
- Central Manchester location with work life balance policy in place
- For an informal discussion about the role please contact Lisa Jowrey, Head of Tenant Services, on 0161 272 6094 or via recruitment@arawakwilton.com
- Please apply via our [recruitment portal](#) on our website, sending your CV and covering letter.
- Closing date: 5pm on 6th September 2024
- Interviews: 19th September 2024

Arawak Walton Housing Association Job Description

Post:	Senior Customer Services Officer
Responsible to:	Head of Tenant Services
Responsible for:	Customer Service staff members
Dept:	Tenant Services Team

Objectives of Post

- To deliver the association's Customer Service Charter, including an effective reception and telephone service to internal and external customers.
- To directly manage the Customer Services staff within the Tenant Services Team.

Duties and Responsibilities

1 Line Management

1.1 Line management responsibility for your team, including:

- Recruitment and selection of appropriate skills and abilities;
- Effective induction and management of the probationary period;
- Developing and nurturing talent to support greater capacity and flexibility of the association;
- Effective performance management;
- Liaison and motivating staff to support retention of skills.
- Acting as a role model, demonstrating your alignment to the association's mission and values.
- Oversee work experience placements within your department.

2 Customer Services

- 2.1 Deliver excellent customer service initiatives, ensuring an environment of continuous improvement is promoted within the association.
- 2.2 Encourage and promote tenant involvement opportunities in conjunction with the Tenant Engagement Officer.
- 2.3 Provide reasonable cover for colleagues during their absence.

2.4 To monitor targets in customer services in relation to processing repairs requests, processing housing applications and maintaining the waiting list, reception and telephone services and invoice processing and report to the Head of Tenant Services.

2.5 Be responsible for the housing application process and maintain the association's waiting list in accordance with defined policies and procedures.

3 Performance Management

3.1 Report performance information to the Head of Tenant Services, highlighting areas for improvement of services.

3.2 Ensure all targets and performance indicators in your area of operation are met and take improvement action when this is not the case.

3.3 Ensure that the repairs service completion times, repair satisfaction surveys and pre and post inspections are monitored so that findings can be reported to the Head of Tenant Services, to assist with quality assurance.

3.4 Act as the first line of escalation for customer services or repairs problems that arise related to contractors, staff or tenants to ensure the association's standards are met.

3.5 To contribute to service improvement within the team, including identifying dips in performance, obtaining feedback from the team, reporting on suggested improvements, and action plans and monitoring of delivery.

4 Repairs and maintenance

4.1 Coordinate the association's Responsive Maintenance Service:

- o Ensure that team members as well as yourself take accurate and appropriate information from tenants reporting repairs to enable their repair to be carried out in a timely and satisfactory manner.
- o Advise tenants on their responsibilities regarding repairs and any corrective action that needs to be taken by them.
- o Instruct contractors from the association's approved list, to do the works in line with agreed response times, financial regulations and delegated authorities.
- o Process repairs onto the association's computer system and maintain appropriate systems to enable members of the Team to respond to all queries from tenants, contractors or other housing services staff.

- 4.2 Ensure adequate cover is provided for the repairs service at all times.
- 4.3 Liaise with our Out of Hours service provider to ensure a streamlined service for our customers and review and arrange follow ups.
- 4.4 Monitor financial information, under the guidance of the Head of Tenant Services in relation to day to day repairs, to assist with budget monitoring and setting.

5 Waiting list and lettings

- 5.1 Ensure the delivery of a balanced and time effective waiting list to ensure the association's properties can be let in a timely way.
- 5.2 Process and administer applications for housing from initial enquiry through to entry onto the waiting list, as applicable.
- 5.3 Ensure applicants are interviewed in line with the association's procedures.
- 5.4 Ensure that the computerised waiting list is maintained in an efficient and timely manner.

6 Reception

- 6.1 Ensure that an efficient and effective receptionist service is provided for our office reception, to ensure that the following responsibilities are fulfilled:
- 6.2 Answer all communications in a timely manner. In particular, respond directly to enquiries regarding repairs, applications for housing and other non-specialist matters. Transfers calls to, or take messages on behalf of, other association staff.
- 6.3 Receive all visitors to reception in a friendly and efficient manner. Ensure the relevant staff member is informed of their arrival. Offer refreshments, as required.
- 6.4 Ensure that all reception displays are updated and current, in conjunction with relevant team members and other departments.
- 6.5 Incoming and outgoing post is processed in a timely manner.

7 Housing Management Enquiries

- 7.1 Assist with the management of low-level arrears by answering low level enquiries, setting up direct debits and any other reasonable requests to maximise income to the association.
- 7.2 Ensure tenants enquiries are resolved at first point of contact wherever possible.

8 Safeguarding responsibilities

- 8.1 Being alert to and recognising welfare issues and signs of abuse, being sure to challenge poor practice and report to the Head of Tenant Services.
- 8.2 Share appropriate information with the Head of Tenant Services.

9 Complaint Handling

- 9.1 Have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams;
- 9.2 Take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
- 9.3 Act within the professional standards for engaging with complaints as set by the association.

10 Other Duties

- 10.1 Participate in initiatives that improve service delivery, working with the Tenant Engagement Officer and Head of Tenant for example, CSE.
- 10.2 Be an emergency contact for out of hours.
- 10.3 Implement AWhA's equality, diversity and inclusion strategy in all relevant aspects of the work required by the post.
- 10.4 Be aware of, and act accordingly, with regards to the association's Health & Safety policies and procedures.
- 10.5 Interact with clients, co-workers and management in a positive, supportive and co-operative way.
- 10.6 Comply with the Whistleblowing Policy in order to safeguard the association's interest by highlighting any wrongdoing.
- 10.7 Any other duties as required.

ARAWAK WALTON HOUSING ASSOCIATION

PERSON SPECIFICATION

SENIOR CUSTOMER SERVICES OFFICER

This document sets out the abilities and qualities expected of the successful candidate for this post. In some cases these may be achieved or enhanced by further training once in post. When completing your application, please demonstrate your understanding and experience of the points set out below.

AF = Application Form	I = Interview	T = Test
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Criteria	Essential	Desirable	Method of assessment
QUALIFICATIONS / TRAINING			
Educational attainment to a good level	✓		AF
Holding or working towards a relevant professional qualification		✓	AF
EXPERIENCE			
Dealing with members of the public at a management level, on the telephone and face-to-face.		✓	AF / I
Familiarity with computerised systems in an office setting.	✓		AF / I / T
Experience of using and managing administrative systems.	✓		AF / I
Experience of working in a customer orientated environment.	✓		AF / I
Experience in Managing and co-ordinating a team of staff		✓	AF / I
Experience of working in the housing sector		✓	AF / I
SKILLS, KNOWLEDGE AND ABILITY			
Able to use own initiative and work largely unsupervised.	✓		AF / I
Able to use key features of a conventional word processing system.	✓		AF / I / T

Able to set up and run simple administrative systems.	✓		AF / I
Able to work as part of a small team	✓		AF / I
BEHAVIOURS			
Commitment and support for Arawak Walton's aims, objectives and mission statement	✓		AF / I
Commitment to Equality, Diversity and inclusion issues	✓		AF / I
Good communicator	✓		AF / I
Flexible, calm and resourceful	✓		AF / I
Maintain professionalism	✓		AF / I / T
Be fair, open and honest in dealing with others	✓		AF / I
Problem solving skills	✓		AF / I
Exercising empathy	✓		AF / I
Act in a timely, assertive and confident manner	✓		AF / I
Display resilience	✓		AF / I
Demonstrate sensitivity when communicating with a range of audiences	✓		AF / I
OTHER			
Attending to an emergency situation/ out of office hours in exceptional circumstances.	✓		AF / I

EMPLOYEE BENEFITS

The successful candidate will be offered a competitive salary with an excellent benefits scheme. As a small to medium sized employer, our employees achieve variety, early responsibility, the opportunity to work on their own initiative, to work closely with other people (including senior management) and to have their voice heard.

- High levels of staff and tenant satisfaction
- 25 days leave + Bank Holidays + leave to enable Christmas shut down between Christmas Day and New Years Day.
- SHPS DC pension scheme with a minimum 3% employee contribution and an 11.4% employer contribution rate.
- Family-friendly and flexible working policies
- Health and wellbeing benefits including:
 - Day one access to a fantastic health cashback scheme via HSF UK health plan, which includes cosmetic health cashback.
 - Free annual employee health checks
 - Occupational health and Employee Assistance Programme support
 - Employee perks - Perkbox membership – high street, leisure and travel discounts and offers.
 - Discounted gym membership (via Perkbox),
- Subsidised social events
- Generous training and development programme
- Low interest car loan scheme
- Central Manchester office, adjacent to green space but within walking distance of Manchester City Centre and excellent transport links (airport, motorway, rail and bus).

Additional information

Equality, diversity and inclusion are paramount for us. We are proud to have a team of employees from diverse backgrounds and we embrace diversity in all that we do. We positively encourage applications for employment from eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Please refer to our [Equality, Diversity and Inclusion policy](#) for more information.

We are a Disability Confident employer, and we will work to ensure reasonable adjustments are in place where possible throughout the recruitment journey and into employment. **We want to help you show your talents so please tell our recruitment team if you require support to do so.**

Please note that all of our roles require an up-to-date DBS check. Please read more on our policy regarding [DBS checks](#) for more information.



Our latest [staff structure](#) and staff information can be found on the [staff page](#) of our [website](#).



Arawak Walton Housing Association
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