

# Customer Care Officer



**Role Overview**

To provide an empathetic and customer centric approach with vulnerable customers in accordance with our Vulnerability, Support for Customers & Reasonable Adjustments Policy.

To be responsible to take ownership of customers’ vulnerabilities and reasonable adjustment requirements to assist in providing support with the swift resolution of service delivery issues.

The post holder will ensure reasonable adjustments are considered, documented, and delivered, working cross functionally with internal teams utilising an end to end case management approach.

**RESPONSIBILITIES**

- To provide a personal and inclusive approach to liaising with vulnerable customers via email and telephone, ensuring first and foremost prompt and effective end to end resolution of service delivery issues.
- To support the Service Manager – Customer Care to embed YHG’s approach to vulnerability, how we support customers and provide reasonable adjustments in accordance with our Vulnerability, Support for Customers & Reasonable Adjustments Policy.
- To provide exceptional customer service for those customers with additional requirements, as well as providing feedback and recommendations based on analysis of trends / issues to improve operational processes.
- To work collaboratively with service delivery teams within YHG to provide support and guidance when reasonable adjustments / additional support needs to be deployed to assist a customer with service

**Our values**



**Honest & Reliable**

We are authentic, open and dependable; and we do what we say we'll do.



**Caring**

We show kindness and consideration to our customers and each other.



**Respectful & Fair**

We listen to people, and strive for equity and inclusivity in all that we do.

delivery or to resolve an issue e.g. via internal case conferences with relevant service delivery colleagues.

- To support relevant ICT projects and other operational priorities including Your Housing Group's "Know your Customer" campaign, liaising with other departments as required to ensure effective delivery of the project.
- Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported in line with YHG's Safeguarding Policy and Procedures.
- To ensure accurate record keeping and case management notes on customers' vulnerabilities and reasonable adjustment requirements on YHG's internal systems in accordance with General Data Protection Regulation (GDPR) and YHG policy and procedures.
- To escalate issues and challenges to the Service Manager Customer Care to achieve the best possible outcome for the customer and the business.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- ✓ Proven planning, co-ordinating and organisational skills
- ✓ Good attention to detail, with excellent organisational skills and analytical skills
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Good Advocacy Skills
- ✓ Problem solving skills with an ability to be adaptable and able to creatively respond to situations for the benefit of customers
- ✓ Good IT Skills

## ESSENTIAL REQUIREMENTS

- ✓ Experience of working with vulnerable customers in a housing environment
- ✓ Good knowledge of best practice in safeguarding adults and safeguarding children
- ✓ Effective interpersonal and communication skills, with the ability to clearly communicate information to different audiences
- ✓ Experience of implementing appropriate solutions for vulnerable customers and passion for delivering exceptional customer support
- ✓ GCSE Maths and English (or equivalent)
- ✓ Resilient and able to deal with the unknown, handling highly emotive calls and situations

## BENEFICIAL TO THE ROLE

- ✓ A good understanding of the challenges faced by social housing tenants
- ✓ Experience of using CRM and housing management systems
- ✓ Experience of working with those who are most vulnerable and a resilient mindset to help your tackling of these situations
- ✓ Experience of applying reasonable adjustments for the benefit of customers within a social housing environment

 [yourhousinggroup.co.uk](https://yourhousinggroup.co.uk)

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTv](https://www.youtube.com/YHGTv)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your\\_Housing](https://twitter.com/Your_Housing)

