

## ROLE PROFILE

# Housing and Customer Service Coordinator - OPS



## Role Overview

**Deliver strong, high quality, customer focused and proactive housing management and support services across Older Peoples schemes in your area.**

**Contribute to the delivery of services across the wider team to ensure excellent customer services are provided.**

**Subject to Basic Disclosure & Barring Service (DBS) check.**

## RESPONSIBILITIES

- Responsible for all allocations and lettings in line with procedures to meet void targets and maximise income, including attending local authority allocations panel meetings and liaison with key stakeholders and care teams, where required
- Ensure the safety, wellbeing and safeguarding of customers is effectively managed, maintaining regular contact with customers, and ensuring all required actions are implemented, in line with procedures and achieving key performance indicators
- Ensure the schemes in your area comply with health and safety legislation and good practice. Responsible for risk assessments, and reporting, recording and managing all incidents through to resolution, ensuring completion of all actions in line with procedures, and working collaboratively with other teams
- Maintain a regular on-site presence at all schemes in your area, identifying any housing management or customer wellbeing concerns and resolving actions in line with procedures
- Deliver key tenancy and housing management tasks, including but not limited to tenancy enforcement and investigating all ASB incidents through to resolution in line with procedures and achieving key performance indicators
- Work with colleagues from asset management to deliver an efficient and effective service for customers and ensure repairs are monitored to conclusion and customers updated throughout

## Our values



- Ensure purchase orders and invoices are managed promptly and in line with procedures
- Maintain a positive climate for resident engagement, including arranging, promoting, supporting and leading at customer meetings, listening and responding to feedback in line with our customer values and business priorities, including responding to informal complaints within required timescales and procedures
- Support the Housing and Customer Services Managers in the delivery of effective and efficient ways of working that complement the Group's objectives of Customer First. Support colleagues across the wider team as required
- Promote effective partnership working with local authorities and care providers including assisting partner agencies to comply with performance monitoring requirements (where we hold the Supporting People contract). Deliver and document all service level agreement meetings with all third parties to ensure the safety and wellbeing of customers and the delivery of excellent services
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

- ✓ Ability to build positive relationships with a diverse range of people
- ✓ Excellent attention to detail
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work alone and organise workload accordingly, and work collaboratively as part of a team
- ✓ Demonstrate resilience

### ESSENTIAL REQUIREMENTS

- ✓ Knowledge of housing management legislation and housing/tenancy management principles
- ✓ Experience working in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services
- ✓ Experience of delivering excellent customer service
- ✓ Ability to travel easily between sites
- ✓ GCSE Maths and English (or equivalent)

### BENEFICIAL TO THE ROLE

- ✓ Experience of delivering or managing Older People's Housing and/or services
- ✓ Member of the Chartered Institute of Housing