

## Job Role Profile

**Role title:** Customer Care Co-ordinator

**Grade level:** 4

**Department:** Customer Services – Home & Property Management

**Region/location:** North Role/Office  
South Role /Office

**Purpose of role:** To provide excellent co-ordination of our responsive repair service by being responsible for the effective diary management for a team of surveyors, preparing information for contract meetings and resolving customer queries and complaints. To work as part of a team delivering excellent responsive repairs service to customers, liaising with contractors, colleagues and customers.

### Working relationships

**Responsible to:**  
Contracts Manager

**Responsible for:**  
N/A

**Internal relations:**  
Colleagues

**External relations:**  
Customers  
Contractors  
External agencies and stakeholders  
Local authorities

### Scope of the role

Areas of responsibility include:

- Co-ordination of repairs and customer service colleagues to ensure efficient service delivery
- Problem solving customer queries to deliver a right first time repairs service to all relevant tenures
- Efficient complaint handling ensuring resolution of repairs to completion
- Project co-ordination of Aids and Adaptations, post-inspections, voids, communal repairs and some minor works
- Customer liaison and project management of access for gas safety
- Liaison with contractors to deliver a great service
- Assistance with project, financial and contractual administration

## Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

- I am committed to putting customers first, creating a personalised experience throughout all stages of the customer journey.
  - I take ownership of providing an excellent responsive repair service that delivers for our customers, achieves results and ensures value for money and meets our statutory and regulatory requirements.
  - I ensure that the safety of our customers is paramount.
  - I proactively identify and deliver appropriate customer care solutions meeting customers reasonable expectations.
  - I contribute to the achievement of performance indicators including customer satisfaction, eliminating and closing complaints and gas safety.
  - I work collaboratively with colleagues and stakeholders to ensure an excellent service.
  - I contribute to continuous improvements to services, managing change effectively.
  - I understand the importance of credible, up to date customer and property data and I prioritise improving the quality of our data to enable customer centric services.
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- I work in conjunction with the Risk Management framework, encompassing Health and Safety, Data Protection and demonstrate effective controls and compliance with all statutory, regulatory and policy requirements relating to the management of the business.
  - I embrace diversity and inclusion, tailoring services appropriately which ensures better outcomes for our customers and our team.
  - Safeguarding: I follow all steps outlined in individual and environmental risk assessments as appropriate and follow the Local Authority Adult and Children Safeguarding procedure in conjunction with SHG policies and procedures.

### Note:

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the Group's Diversity and Health and Safety Policies.

## Person profile

| Attributes   | Essential  | Desirable   |
|--|--|---|
| <p><b>1. Skills, knowledge, experience and abilities</b></p> | <ul style="list-style-type: none"> <li>• I have experience of providing effective customer care</li> <li>• I have project management experience, coordinating a range of programmes</li> </ul> <p><b>Customer service:</b></p> <ul style="list-style-type: none"> <li>• I am a role model for excellent customer service, creating a 'customer first' working environment</li> <li>• I have proven experience of managing expectations and innovating to achieve results</li> <li>• I have proven experience of providing high standards of customer service</li> <li>• I am able to receive and respond to customer feedback and complaints professionally at all times</li> <li>• I communicate accurately, listen and keep people informed, and am polite, friendly and helpful</li> </ul> <p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• I have a proven commitment to taking personal responsibility for sharing information</li> <li>• I am able to communicate clearly, accurately and effectively using a range of different communications channels</li> <li>• I'm able to produce, analyse and present information in a clear transparent way that is easily understood</li> <li>• I'm able to learn and use IT and communication systems</li> </ul> <p><b>Interpersonal skills and team working:</b></p> <ul style="list-style-type: none"> <li>• I am able to work effectively as part of a team</li> <li>• I have effective interpersonal skills and the ability to work collaboratively with stakeholders</li> </ul> <p><b>Prioritisation/initiative:</b></p> | <ul style="list-style-type: none"> <li>• I have experience of working in a repairs setting and a basic knowledge of home maintenance</li> </ul> |

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|--|--|---|
|  | <ul style="list-style-type: none"> <li>• I am able to work flexibly, prioritise and manage competing demands</li> <li>• I have the ability to form action plans, monitor outcomes and work with stakeholders to keep customers informed</li> <li>• I have excellent attention to detail</li> <li>• I am results oriented, focused on service delivery and set high goals for personal and Group achievement</li> <li>• I understand the need for continuous improvement and play an active role in delivering successful change</li> </ul> |   |
| <p><b>2. Qualifications/professional development</b></p> | <ul style="list-style-type: none"> <li>• I have GCSE level qualifications or equivalent relevant professional qualification, or qualified by experience with a good level of literacy and numeracy skills</li> <li>• I can evidence continuing professional development</li> <li>• I have an advanced Microsoft Office qualification or equivalent skills/experience</li> </ul>  | <ul style="list-style-type: none"> <li>• I hold relevant Professional Body membership (or equivalent)<sup>[JK1]</sup></li> <li>• I have relevant customer services or administration vocational qualification (or equivalent experience)</li> </ul> |
| <p><b>3. Circumstances</b></p>                           | <ul style="list-style-type: none"> <li>• Possession of valid driving licence or the ability to effectively and efficiently visit company offices, customers and properties</li> <li>• Post holder will be required to work from other company locations (the cost of travel may be subject to tax)</li> <li>• Able to work flexibly to meet customer and business needs including evening working and weekends</li> <li>• Subject to relevant Disclosure and Barring checks as required</li> </ul>   |   |