

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Customer Services Officer</b>
<b>RESPONSIBLE TO:</b>	Customer Services Co-ordinator
<b>DEPARTMENT/ SECTION:</b>	Customer Services, Customers and Communities
<b>DIRECT REPORTS:</b>	N/A
<b>SALARY (£):</b>	G6

### VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities by keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

### PURPOSE OF THE ROLE

To deliver the Customer Service services, ensuring the successful delivery of services to customers.

### KEY AREAS OF RESPONSIBILITY

#### General

- Contribute to the 'one team' approach throughout CCG, providing a consistent service to tenants and assistance to colleagues throughout the organisation as required.
- Adhere to CCG policies and procedures, and contribute to delivering service plans and objectives as required.

#### Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.

- Ensure that performance targets are met relating to the allocated area of work.
- To ensure effective communication and working relationships with colleagues across CCG services, and external agencies/ organisations.

### Business Development

- To contribute to the delivery of change initiatives within the allocated service area.
- Be involved in undertaking effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other appropriate stakeholders.

### Performance and Quality

- To ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To provide accurate statistical and appropriate information as required and within set timescales

### Other

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To make effective use of Information Technology within the service.
- To adhere to CCG policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I confirm that I have read, understood and accept the duties detailed in this job description.

Signed:			
Print Name:		Date:	

## PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
<b>Education &amp; Qualification</b>	Good standard of education (equivalent to 3 GCSEs Grade C or above)	Qualification in Housing Studies  Evidence of continuous professional development	Application Form and Certificates
<b>Relevant Experience</b>	Experience of working within a customer facing organisation  Experience of delivering services to customers  Able to identify, assess and resolve problems innovatively and quickly		Application Form and Interview
<b>Job related Knowledge</b>	Knowledge/experience of Customer Services systems and procedures.	Knowledge of current Housing and Welfare legislation.  Knowledge/experience of Housing Management Systems e.g. Academy, Opti-Time.	Application Form and Interview
<b>Job related Skills</b>	Good written & verbal communication skills.  Ability to communicate effectively with customers, staff and managers.  Good organisational, administration and IT skills.  Able to demonstrate a positive attitude to change.  Self-motivated, positive, able to work under pressure and confident in decision making	Ability to contribute confidently to group discussions.  Excellent interpersonal skills.	Application Form and Interview
<b>Other</b>	Willingness to work outside of normal office hours when required.  Committed to continuous improvement.	Knowledge of Health, Safety, Quality and Environment Standards and regulations.  Ability to deal with diversity amongst customers and	Application Form and Interview

	In possession of a full UK driving licence.	meet their needs effectively.	
<b>Language</b>	Fluent in spoken and written Welsh language		Application Form and Interview