

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Customer Services Co-ordinator</b>
<b>RESPONSIBLE TO:</b>	Customer Services Manager
<b>DEPARTMENT/ SECTION:</b>	Customer Services, Customers and Communities Directorate
<b>DIRECT REPORTS:</b>	Members Liaison Officer, Customer Services Administrative Officer
<b>SALARY (£):</b>	G9

### 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 co-ordinate the Customer Service services and associated resources effectively whilst ensuring the successful delivery of services to both internal and external customers, partners and stakeholders.

- Co-ordinate investigations to complaints in accordance with CCG's Complaints Policy.
- Be the main point of contact for all complainants until their complaints have been resolved and closed.
- To be the point of contact for the Public Services Ombudsman for Wales on behalf of CCG.
- Support the Customer Services Manager in working collaboratively across all services within CCG to ensure that improvements are made and lessons learnt following complaints.
- Be responsible for managing Elected Members enquiries. Ensure that the member protocol is fully implemented and delivered.
- Work alongside the Customer Services Manager to collate customer feedback; gain insight into customer views and identify where improvements can be made to services.

- To deputise for the other Customer Services Co-Ordinators as and when required.

## KEY AREAS OF RESPONSIBILITY

### General

- Co-ordinate the allocated services, staff and financial resources effectively, in accordance with CCG policies and procedures.
- Ensure a collaborative 'one team' approach throughout CCG, providing assistance to colleagues throughout the organisation as required.
- Co-ordinate the effective delivery of relevant action plans and objectives within the service area, ensuring that policies and procedures are adhered to during operational delivery of service.
- To support and deputise for the Manager as required.

### Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.
- To assist in monitoring performance through regular service and standard reviews.
- To ensure effective communication and collaborative working partnerships with both internal CCG services, and external agencies/ organisations.

### Staff Management

- To provide direct line management to staff within the allocated service, and effectively contributing to the development of the 'making a difference' culture for individuals and communities.
- To supervise staff to ensure that all service functions are delivered to a high standard.
- To ensure that staff are recruited, trained, managed, appraised and developed in accordance with CCG and statutory policies and procedures.
- To carry out any disciplinary investigations within the service area if required.

### Business Development

- To support delivery of change initiatives within the allocated service area and associated areas.
- Contribute to the development and reviews of CCG policies, processes and procedures relating to the service area.

- To implement relevant changes to services, ensuring that staff have an understanding of how this affects their working practices and the messages that need to be communicated to customers.
- To coordinate consultation with tenants and other relevant stakeholders, on proposed changes to the allocated service.
- To communicate effectively with customers, staff and other appropriate stakeholders.

### Performance and Quality

- To ensure that all targets, key performance indicators and service standards are met and assist in taking corrective action where performance falls below required standards.
- Ensure that Health, Safety, Quality and Environment practices and procedures are being implemented and adhered to within the allocated service, undertaking relevant assessments on staff as required.
- To assist in providing accurate statistical and appropriate information as required and within set timescales

### Financial Control

- Ensure that any expenditure falls within agreed allocated budgets.
- To provide financial reports/analysis as required

### Other

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To encourage the development and effective use of Information Technology within the service.
- To ensure that all Corporate Policies e.g. Equality and Diversity, Health and Safety etc. are adhered to and implemented 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:	
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Print Name:		Date:	

## PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
<b>Education &amp; Qualification</b>	ILM3 or equivalent Good standard of education (equivalent to 5 GCSEs Grade C or above)	Working towards attaining a Housing qualification or a relevant equivalent qualifications/ diploma.	Application Form and Certificates
<b>Relevant Experience</b>	Experience of working within a housing or related organisation Experience of providing staff supervision Experience of delivering task and finish projects.	Experience of managing a service and reporting on performance Proven ability in managing resources to deliver established targets and outcomes	Application Form and Interview
<b>Job related Knowledge</b>	Experience and knowledge of developing and implementing Customer Service systems and procedures e.g. Complaints Handling, Appeals,	Knowledge and experience of current Housing, Customer Service and Lettings Legislation  Experience of Housing Management systems e.g. Optitime, Academy, Mustard	Application Form and Interview
<b>Job related Skills</b>	Good written & verbal communication skills. Ability to communicate effectively with customers, staff, managers and other stakeholders Good organisational, administration, IT and procedural skills The ability to lead and develop staff. Self-motivated, positive, able to work under pressure and confident in decision making	Ability to manage and have a positive attitude to change Good presentation skills and ability to report on performance. Excellent interpersonal skills. Performance management skills. Knowledge and experience of Housing Systems e.g. Optitime, Mustard etc	Application Form and Interview

<b>Other</b>	<p>Willingness to work outside of normal office hours when required.</p> <p>Committed to continuous improvement.</p> <p>In possession of a full UK driving licence.</p>	<p>Knowledge of Health, Safety, Quality and Environment Standards and regulations</p> <p>Understanding of Equality and Diversity Policies and Procedures</p>	Application Form and Interview
<b>Language</b>	Fluent in spoken and written Welsh language		Application Form and Interview