



Job description

Job title: Customer Service Team Leader

Responsible to: Customer Service Manager

Responsible for: Customer Service Advisors

Purpose of the post:

- To manage a team of Customer Services Advisors ensuring that they provide a high quality and comprehensive service to customers, with the aim of providing a first point resolution.
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Key areas of responsibility:

Customer Service

1. Effectively manage and develop all Customer Service Advisors ensuring that services are delivered in a customer focused way, including, but not limited to:
 - Training and inducting new employees
 - Undertaking regular one to one meetings with direct line reports
 - Undertaking performance appraisals
 - Setting individual KPIs and objectives
 - Undertaking regular monitoring and reporting on performance of the direct line reports putting in place and delivering action plans for improvement as required
 - Maintaining a weekly rota for the team
2. Undertake quality call assessments for the team, developing both individual and team improvement plans as required.
3. Manage all forms of communication channels from customers to ensure that team KPI's are met.
4. Ensure the team act as first point of contact for all customers of Hastoe (with a commitment to both internal and external customers).
5. Respond to more complex enquiries from customers through a variety of channels, both electronic and by telephone with empathy and professionalism, aiming to provide resolution at the first opportunity.



6. Ensure the team provide advice and information in relation to all housing and estate services including but not limited to:
 - Repairs and maintenance
 - Estate and tenancy management
 - Antisocial behaviour and rent queries
 - Resident engagement
 - Terminations and allocations of tenancies
 - Enquiries for shared owners, leaseholder and freeholders
 - New schemes in development
7. Ensure the team effectively triage formal complaints in accordance with Hastoe policies and procedures.
8. Where a matter cannot be resolved immediately, take personal responsibility for ensuring it is progressed as swiftly as possible and that the customer is regularly informed of progress.
9. Deputise for the Customer Services Manager in their absence.

Property Services

1. Understand Hastoe's liabilities for repairs as they apply to different tenures and clearly communicate this to the customer.
2. Ask relevant questions and use Keyfax to ensure the correct diagnosis of repair or defect and an approximate timescale for work to be completed. Where Keyfax cannot be used, the repair is raised using knowledge and experience.
3. Assess whether rechargeable repairs works could be the tenant's responsibility.

Housing Management

Ensure that the team:

1. Clearly explain to residents which responsibilities belong to Hastoe and which are handled by the Local Authority or other third-party organizations. Make sure residents understand how these responsibilities may differ depending on their tenure type.



2. Take first reports of anti-social behaviour and process in accordance with approved procedures.
3. Sensitively and sympathetically advise residents reporting domestic abuse, adhering to the relevant procedures.
4. Give helpful advice to people wanting to move home (e.g. mutual exchanges, registering with the local council, shared ownership and other home ownership options).
5. Give helpful and timely advice and assistance to tenants about their rent accounts, payment methods assistance, setting up direct debits and the welfare benefits available.
6. Understand where safeguarding referrals are required and provide support to the team on making these referrals.
7. Signpost customers to other service providers as required.

General

1. Maintain clear, accurate data through relevant systems to support all aspects of the team's work.
2. Conduct regular customer surveys and act on feedback including complaints.
3. Maintain a safe, efficient and tidy work environment.
4. Promote and observe the Association's key corporate policies at all times (e.g. our values, equal opportunities, Equity, Diversity and Inclusion, Code of Conduct, health & safety).
5. Become a Brand Ambassador by promoting a positive and professional image of Hastoe in all dealings with customers and external agencies and promote corporate objectives.
6. Any other duties in line with the above as required by the Customer Services Manager.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and Training	• Educated to GCSE level.	• Educated to degree level.
Skills and Experience	• Experience in managing, motivating and leading a team. • At least 2-years' experience of working in a busy Customer Service Environment. • Track record of dealing with customers and resolving their queries. • Proficient in the use of Microsoft office applications. • Ability to use bespoke CRM and other software. • Excellent communication and influencing skills across a wide range of audiences with close attention to detail.	• Previous experience of the social housing sector.
Personal Attributes	• excellent organisational and prioritisation skills. • Having a proactive, can-do attitude. • Works well with others and is easily approachable.	