



Job description

Job title: Customer Service Team Leader

Responsible to: Customer Service Manager

Responsible for: Customer Service Advisors

Purpose of the post:

- Managing 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 managing and developing 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. Undertaking quality call assessments for the team, developing both individual and team improvement plans as required.
3. Managing all forms of communication channels from customers to ensure that team KPI's are met.
4. Ensuring the team act as first point of contact for all customers of Hastoe (with a commitment to both internal and external customers).
5. Responding 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. Ensuring 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. Ensuring 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. Work closely with the Housing Administration Manager to review activities shared across both teams and identify opportunities to simplify processes for the business and residents.
10. Deputise for the Customer Services Manager during their absence, with responsibility for overseeing the Customer Contact Team.

Property Services

1. Understand Hastoe's liabilities for repairs as they apply to different tenures and clearly communicate this to the customer.

Housing Management

Ensure that the team:

1. Clearly explain which responsibilities lie with Hastoe and which are managed by the local authority or other third-party organisations, including how these responsibilities may vary by tenure type.



2. Receive initial reports of antisocial behaviour and process them in accordance with approved procedures.
3. Provide sensitive and compassionate advice to residents reporting domestic abuse, in line with relevant procedures.
4. Provide clear, practical advice to residents who wish to move home, including mutual exchanges, registering with the local authority, shared ownership, and other homeownership options.
5. Provide tenants with clear and timely advice about rent accounts, payment options, setting up Direct Debits, and available welfare benefits.
6. Recognise when a safeguarding referral is required and support the team in making appropriate referrals.
7. Receive reports of estate service issues and process them in accordance with approved procedures.
8. Receive enquiries from homeowners and process them in accordance with approved procedures.
9. Signpost customers to appropriate service providers when 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.	