

THE PIONEER GROUP
Castle Vale Community Housing

Job Description
Customer 1st Team Leader

Team/Department	Customer 1 st , Housing and Customer Service department
Responsible to	Customer 1 st and Incomes Manager
Responsible for	Customer 1 st Advisors
Job purpose	<p>Ensure that Pioneer Group delivers its strategic value of being customer focussed.</p> <p>Take responsibility for the delivery of the frontline multi-channel customer contact and ensures the effective operational delivery of the customer 1st service.</p> <p>Responsible for the supervision, coaching and support of the customer 1st advisors.</p> <p>Assisting in the development customer insight, customer feedback and satisfaction so we can learn and improve. To seek out areas for continuous improvement working across services and teams to develop and improve the customer service offer.</p> <p>Deputise for the Customer 1st and Income manager as required</p>
Working environment	Office Based

KEY TASKS AND OUTCOMES

1. Customer focus

Support the day to day delivery of the 'Customer 1st Service' – ensuring all customer calls, visitors and contacts through the service are dealt with 'right first time' and in line with customer experience strategy, policies and procedures.

Delivering a flexible and agile service that can flex with peaks and troughs in customer demand. Provides front line backup support if/when required.

Day to day responsibility for the resource management within the customer 1st team, including the planning scheduling and allocation of daily tasks to meet the demands on the service.

Lead coach and manage the team and make recommendations for improvement based on customer insight.

Ensure the KPI's on customer 1st are met and there is a clear aim to resolve queries at their first point of contact.

Provides procedural and safety advice and guidance to customers over the telephone with regard to all aspects of the gas/repairs and maintenance service

Works with customer 1st advisors to resolve unusual/complex situations

Takes complete ownership of the administration of complaints in line with policy and procedure. Will analyse data from the complaints and develop reporting which meets the need of the organisation to ensure that Business Unit Managers are able to identify business improvements. Develop reporting to take a deeper dive into complaints to fully understand types of complaint and the complainant and report back to the organisation findings and recommendations. Monitor learning outcomes to ensure that there are no trends and if reoccurring complaints for the same subject are raised, act as a critical friend to ensure that there are actions in place to rectify. Train and support new starters and existing members of staff on the complaints policy and procedure and act as a critical friend to ensure the right steps are followed. Produce and present the Bi Annual complaints report for CVCH Board. Drive a first time fix mentality within Customer 1st and work with Business Unit Managers to resolve complaints at point of contact. Think innovatively and proactively around the complaints offering to create a best in class service for Customers.

Supports the delivery of the Customer Experience strategy and works with key people within the organisation with regards to channel choice. Supports the delivery of innovative thinking around how customers transact and uses customer insight to develop this in line with demand. Understands customer demographics to develop a front line service in which will provide best in class inclusive service. Embeds themselves in the community to hear the customer voice and build a productive relationship with key community influencers.

Takes ownership of queries end to end – chasing internal and external colleagues and contractors as required to deliver an effective outcome for the customer

Involved in internal and external contractors and suppliers to deliver job purpose and deliver improvements in partnership with other teams and contractors.

Support the development of customer contact standards and customer offers. Ensuring continuous customer satisfaction is developed and delivers for the needs of the business and work alongside colleagues to ensure we help develop and meet the needs of the KPI framework. Network with other organisations to design a best in class Customer 1st team and creating an inclusive and innovative environment.

Support the delivery of an effective CRM system its use and implementation across teams to ensure quality information is captured and used to meet individual customer needs and enhance the customer experience. Work with IT to ensure that the systems in which we use are used to its full capability.

Ensure the effective day to day delivery of call handling telephony and supported monitoring and analytics to make best use of system. Utilise customer demand information to resource appropriately at the same time as being dynamic with regards to customer requirements.

Work with colleagues to ensure continuity of customer 1st service in periods of high demand and manage contingency plans aligned to business continuity.

2. Business Intelligence

Ensure our customer insight and feedback systems, such as CRM, Orchard, complaints, continuous customer satisfaction, annual statements, assets databases are managed effectively to ensure data is collected and is accessible to the customer 1st and Incomes manager.

Assist in the gathering of customer data to identify issues for service improvement and to ensure fairness for all. Work pro-actively with peer colleagues and other services to drive these improvements.

Ensures the team are gathering and recording accurate data and updating this across a range of systems in order to be able to produce statistical analysis and understand the customer journey.

3. Staff and Performance Management

Recruits, inducts, develops and manages colleagues to ensure a cohesive, high performing team, which provides a consistent service for customers and achieves performance targets and service standards.

Providing motivational leadership, coaching and supporting individuals in your team, ensuring clarity of direction, effective communications and development of colleague potential.

Undertakes monthly one-to-one supervision and performance reviews with team members actively working with, demonstrating and promoting CVCH values and behaviours, helping colleagues to be the best they can be.

Implements The Pioneer Group Human Resources policies and procedures. Working with your HR Advisor to successfully deliver job purpose.

Plans and allocates resources effectively to ensure continuity of service.

To be responsible for the overall performance of the team and hold direct reports accountable for performance against targets, objectives and competencies. Providing guidance, coaching and support to staff, identifying training needs.

Proactively challenging poor performance. Proactively manage attendance and promote Group wellbeing initiatives.

Ensure that performance data, performance monitoring and trend information is collected and reported as required including preparing regular reports on performance for the manager.

Examples of performance management would include:

- Ensuring the CRM, Orchard, repairs systems are kept up to date with accurate tenant contact records and repairs
- Monitoring and ensuring actions are taken on income collection and recovery
- Monitoring and reporting on contractor performance
- Supporting the collection of continuous customer satisfaction and equality data including profiling data across service areas

Contribute to Group wide projects and improvement activities as and when required.

4. Developing Services

Analyse and reduce failure demand in service delivery and liaise with teams across the business in developing approaches that help minimise avoidable contact.

Work collaboratively with service managers and leaders whose services utilise the customer 1st service to ensure their service needs are complied with and actively engage with relevant service managers and leaders to deliver VfM.

Promote channel choice with customers – utilising all channels of communication to drive improved service and VfM. Support service Managers with innovative solutions to customer contact.

Ensure viability within the community and work alongside tenants and residents to provide a great service to the community.

Work alongside colleagues in business transformation to review periodically service design and delivery – to improve the VfM of the service.

5. Working with others

Expected to build collaboration on delivery of customer 1st service on behalf of various teams. You will need to influence and hold others to account in delivery of the service.

Expectation that you will show leadership and manage laterally across services in order to uphold and demonstrate the Groups values and behaviours – you will not 'walk by' when you see the Groups values not being demonstrated.

Collaborate with other services to reinforce partnership working within the organisation and promote positive cross service partnerships.

6. Policy & Strategy development

Ensure that appropriate, policies, procedures and systems are in place to underpin the delivery of services, and review these as necessary using our quality standards.

7. Resource management and budgetary control

Assist Customer 1st and Income manager to set and effectively managing service area budgets, proactively monitoring and providing commentary on and management of cost centres.

Work with financial business partner to be proactive in profiling budgets and take ownership of your costs centres to spot trends, identify VfM cost comparison and understand return on investment.

Work with financial business partner to prepare business cases to support proposed investment in resources and services.

Works alongside finance to ensure effective control, monitoring and auditing of invoices and payments to authorised contractors and suppliers.

8. Health and safety

To work in accordance with the Health & Safety Policy including reporting and recording of any near misses or accidents.

To take all necessary action to ensure Health & Safety risk assessments and Adult Safeguarding responsibilities are discharged in respect of statutory regulations and The Pioneer Group policies and procedures

All Pioneer Group employees have a responsibility to:

take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors and co-operate with the Pioneer Group and its managers to enable compliance with statutory duties, objectives and targets

9. Other

To undertake any other reasonable duties as required by The Pioneer Group.

Person Specification

Customer Service Performance Coach

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant Job Competencies Level 2	How this is assessed
Core Pioneer Group: Customer Focus Taking Ownership and Getting Things Done Teamwork and Collaboration Bigger Picture / Strategic Thinking Leading Motivating and Developing Others Resilience	Application Form Interview Assessment Probation Performance Review
Skills, abilities and experience	
Essential Criteria You must have the following	How this is assessed
1. Experience <ul style="list-style-type: none"> • Experience of leading and coaching to improve performance • Experience of working closely and successfully with colleagues and customers • Previous experience of managing a team of staff • Experience of working with complex systems and processes in context of first contact resolution • Experience of managing challenging customer interactions 	Application Form Interview Assessment
2. Skills and abilities Communication Skills <ul style="list-style-type: none"> • Ability to motivate and influence a range of people including team, peer colleagues ability to adapt style to meet the need of the recipient • Ability to prepare and present information clearly both orally and in writing e.g. at team meetings, ability to work as part of a team • Ability to handle difficult situations with sensitivity • Ability to work under pressure and meet targets • Ability to work collaboratively with multiple teams Literacy <ul style="list-style-type: none"> • Ability to write in accessible and clear plain-English • Ability to proof-read and edit the work of others, with an eye for detail Numeracy <ul style="list-style-type: none"> • Ability to monitor delegated budget and contribute to annual budgeting cycle • Ability to cost and present financial information for cost benefit analysis purposes 	Application Form Interview Assessment Probation

	<p>IT Literacy</p> <ul style="list-style-type: none">• Ability to use Microsoft Office products• Ability to use specialist databases and products including telephony analytics, repairs systems and CRM <p>Analytical/research skills</p> <ul style="list-style-type: none">• Ability to seek out and research best practice and emerging trends• Ability to originate ideas to improve service delivery• Ability to produce and analyse reports in excel• Ability to use systems in order to both forward plan and dynamically plan• Ability to understand complex data and produce a summary and/or recommendations to multiple business units	
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3.	<p>Knowledge</p> <ul style="list-style-type: none"> • Sound knowledge of CRM systems and making best use of them to support service improvements • Knowledge of call handling and telephony systems in call centre environment • Must be willing to up-date skills and knowledge as appropriate • Sound knowledge of range of communication methods including social media to effectively communicate with customers 	Application Form Interview Assessment
4.	<p>Qualifications</p> <p>Good standard of general education with literacy and numeracy skills to GCSE or equivalent standard</p>	Application Form Assessment
5	<p>Other</p> <ul style="list-style-type: none"> • An absolute commitment to enabling customers to influence services • An absolute commitment to equality & diversity • Excellent organisational and planning skills • ability to work on own initiative 	Application Form Assessment
Desirable		
1.	<p>Experience</p> <ul style="list-style-type: none"> • Experience of identifying and delivering training and development • Design and delivery of training events and workshops 	Application Form
2.	<p>Literacy</p> <ul style="list-style-type: none"> • Ability to analyse complex information and write reports <p>IT Literacy</p> <ul style="list-style-type: none"> • Ability to update websites <p>Analytical / research skills</p> <ul style="list-style-type: none"> • Ability to undertake statistical analysis of survey information and to present statistical information • Ability to analyse and think about information and data to make sound decisions and/or recommendations as a result 	Application Form
3.	<p>Knowledge</p> <ul style="list-style-type: none"> • Data protection legislation and FOI requests • Specialist knowledge in particular service area/s – e.g. customer contact; housing; repairs 	Application Form
4.	<p>Qualification</p> <ul style="list-style-type: none"> • Educated to degree level 	Application Form