

# Job Description

<b>Job title</b>	Customer Specialist – Housing
<b>Profession</b>	Customer & Community
<b>Band</b>	E
<b>Directorate</b>	CCO (Customer)
<b>Accountable to</b>	Customer Support Manager

## Job Purpose:

The role will be customer focusing with the primary aim of taking ownership of housing queries & cases. Ensure the delivery of an excellent customer experience by actioning and closing queries at the point of contact. Where this is not possible, the role will take an end-to-end case management approach to owning the query, investigating the query by interrogating systems and collaborating with relevant stakeholders to reach an effective resolution.

The role will proactively engage with the customer to understand their issue to be able to resolve it in a timely and appropriate way. Ensure that the customer is kept fully informed of actions agreed as they are carried out in a timely way to set standards. Responsible for maintaining high data quality within Dynamics 365 and other relevant systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within the broad direction set by the Customer Support Manager, this role is responsible for achieving our operational goals, customer satisfaction standards, and maximising regulatory, legislative and industry best practice.

## Key Accountabilities:

- Resolve a range of existing complex housing issues across all channels, for example but not exclusive, all tenancy related issues including tenancy breaches such as property condition, tenancy changes including succession, joint to sole, tenancy fraud, investigating possible abandonment, emergency decanting, nuisance, anti-social behaviour and domestic abuse, and safeguarding and residents and assets to a lesser degree income and lettings issues) in an effective, customer focused way.
- Contribute to and meet KPI targets and agreed performance levels ensuring customer satisfaction is met.
- Consider the solutions and options with each complex matter case by case, show flexibility and innovation in seeking the best outcome for the customer to prevent escalations to complaint.
- Keep customers updated of progress by explaining the actions and resolutions you can take, making it clear and ensuring the customer understands and agrees with the proposed course of action.

- Ensure systems are fully updated with notes, actions and plans agreed to enable a 360 and consistent view of customer interactions.
- Empowered to resolve queries wherever possible without engaging the wider business but seek the relevant support from the Locality team or other stakeholders where appropriate.
- Act decisively and professionally to investigate and mitigate all issues that could pose a risk or impact to customers, our properties, or the business.
- Ensure all customer interactions, written and verbal, are clear and delivered in a way that aligns with Sovereign Network Group's (SNG's) tone-of-voice.
- Proactively liaise with colleagues at all levels and across the CSMC and Locality teams to maintain the focus on improved housing and complaint resolution.
- Work with other Locality teams and related Customer functions to deliver all operational services to an agreed area and set of standards which will need collaboration and co-operation between all teams.
- Work collaboratively with the Locality and cross functional teams to provide a proactive data led service to deliver the customer outcomes, building trust and respect within our communities whilst ensuring effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Act as the customer's champion and primary point of contact for complex queries.
- Ability to propose creative solutions that drive continuous improvement rather than tried and tested methods.
- Ensure own effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Contribute to delivery of the corporate plan, supporting key projects and activities, delivering the agreed business outcomes and benefits.
- Contribute to the collective detailed local knowledge of customer, asset and investment needs, sharing this with key stakeholders in localities.
- Meet challenging targets for key business services to meet agreed performance, service and financial standards ensuring we meet customer satisfaction.
- Work closely with key stakeholders in localities and wider business to identify issues that may impact SNG or our residents and support with development and implementation of mitigation plans.

### General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

## Knowledge and Skills:

### Essential

- Ability to act with confidence, influence and authority when liaising with all appropriate stakeholders.
- Experience of delivering landlord services to sustain tenancies and maintain our homes and places.
- Excellent demonstrable knowledge of housing, tenancy and neighbourhood matters to maintain and improve outcomes for our customers.
- Understanding of industry terminology, regulatory and legal requirements.
- Ability to focus on providing great service and outcomes for customers.
- Demonstrable active listening skills, empathy and emotional intelligence when engaging with customers to ensure the customer is fully understood.
- Attention to detail and ability to make data led decisions.
- Ability to be confident with communication and assertive when agreeing actions with the customer and other colleagues and service areas.
- Demonstrable commitment and energy to the team to motivate and inspire the achievement of results and be part of creating a great place to work.
- Experience of working effectively and collaboratively with internal/external stakeholders and managing expectations.
- Evidence of being able to understand and appreciate differing viewpoints.
- Confident, assertive and a good negotiator.
- Experience of using multiple systems and applications.

### Desirable

- Understanding of data breaches, associated implications, and industry standards of preventing/triaging a breach.
- Membership of a professional body – CIH (Chartered institute of Housing) or equivalent.

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

Version	Job code	Author	Date created/modified	Effective date
1.0	4668	Rebranding	03/2025	
2.0	4668	Richard Nott	04/04/2025	
3.0				