

## APPENDIX 2 - Job Description Housing Options Customer Services Specialist

<b>Post Title</b>	Housing Options Customer Service Specialist – Turning the Tide	<b>Grade</b>	Scale 3
<b>Post No</b>		<b>Other Payments</b>	N/A
<b>Directorate</b>	Resources	<b>Hours of work</b>	37 hours per week
<b>Team</b>	Customer Services	<b>Contract Period</b>	Fixed term 2 year contract
<b>Responsible to</b>	Housing Services Manager and Customer Service Manager/Team Leader	<b>Supervisory Responsibility for</b>	N/A

<b>Job Purpose</b>
To provide a first point of contact, information and advice on Housing Options in respect of Fylde BC Homelessness, Housing Advice and Private Sector services, in a professional and courteous manner. Aiming to deal with 80% of customers at the first point of contact.
<b>Responsibilities and Duties</b>
<ul style="list-style-type: none"> <li>▪ Deal with all initial housing enquiries from customers to provide a comprehensive front line housing service and signposting to other organisations with a focus on preventing homelessness wherever possible</li> <li>▪ Provide advice and assistance to households on the range of housing options available to them in Fylde and make appointments with the Homelessness and Housing Advice Officers and Private Sector Team, as appropriate.</li> <li>▪ Assist clients to access housing within either the private or social rented sector with appropriate support required by completing and updating their Choice Based lettings application and/or accessing the Rent Bond scheme.</li> <li>▪ To assist with the co-ordination and management of MyHomeChoice Fylde Coast</li> <li>▪ To provide cover and support for Customer Service Team Leader during periods of absence; including complaints handling and staff rotas.</li> <li>▪ To provide service roll-out to Customer Service team and provide ongoing training, coaching and support in housing services.</li> <li>▪ To receive full and accurate information from customers to enable timely resolution of enquiries in order to avoid the need for the customer to re-enquire, and to update relevant systems and complete all paperwork as necessary</li> <li>▪ To display an efficient, effective, professional and sympathetic manner when dealing with customers, treating all enquiries in a fair, sensitive and confidential manner</li> <li>▪ To communicate effectively with customers and explain complex issues in a clear and concise</li> </ul>

manner

- To proactively work alongside colleagues from the Housing Team and key organisations within the public, private and voluntary sectors to enable the provision of holistic housing options services for the residents of Fylde
- To fully resolve customer enquiries relating to all Council housing services via all channels, telephone, face to face and electronic, and in doing so to provide specialist help and advice without the need to refer the enquiry elsewhere, working to the agreed target for first time resolution
- To make unprompted extra efforts to satisfy customer needs and avoid customer complaints, taking ownership of enquiries and proactively feeding back information to customers
- To communicate with other directorates within the authority and other sectors, where appropriate, in order to fully resolve customer enquiries and ensure the confidentiality and security of the Council's and customers data
- To identify and resolve reoccurring customer service issues, recognise trends and suggest solutions for service improvement
- To assist with the successful integration of new service areas, systems and processes into the Customer Services arena, enthusiastically promoting the Council's change initiatives
- To assist with the ongoing development and promotion of electronic service delivery and self-service channels
- To continually examine the level of service provided with a view to advocating improvements
- To ensure compliance with the Council's Corporate Customer Service Standards and Customer Charter
- To ensure that all processes are carried out in accordance with current legislation, regulations and Council policy, with particular emphasis on Health and Safety, customer care and data protection
- To take responsibility for the immediate work area and the surrounding environment ensuring health and safety requirements are adhered to at all times
- To assist with changing to the new "Make A Difference" culture of both Council staff and Fylde residents
- Any other duties commensurate with the grade of the post

**Prepared By: Kirstine Riding**

**Date: February 2017**

# Person Specification

POST TITLE: Customer Service Specialists – Turning the Tide

DIRECTORATE: Development Services

POST NO:

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
<b>CUSTOMER FOCUS</b> <ul style="list-style-type: none"> <li>• Treats employees as customers</li> <li>• Puts the customer first and values the customer in everything they do</li> <li>• Is professional, polite and friendly at all times</li> <li>• Appreciates the customer is the only reason there is a job</li> <li>• Challenges whether the existing ways of doing things meet customer need</li> </ul>	Application form / interview
<b>WORKING TOGETHER</b> <ul style="list-style-type: none"> <li>• Promotes effective working across different service areas</li> <li>• Accepts and provides constructive challenge</li> <li>• Is an effective team player</li> <li>• Demonstrates the ability to learn from others</li> <li>• Focuses on solutions rather than problems</li> <li>• Works with others to deliver great performance</li> </ul>	Application form / interview
<b>EFFECTIVE COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Clearly explains the reasons for decisions made</li> <li>• Open, honest and transparent in all communications</li> <li>• Champions success at every opportunity</li> <li>• Demonstrates the ability to listen and understand</li> <li>• Never 'bad mouths' the organisation</li> <li>• Contributes to feedback and engagement at work</li> </ul>	Application form / interview

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
<b>PRIDE &amp; INTERGRITY</b> <ul style="list-style-type: none"> <li>• Demonstrates enthusiasm and personal commitment</li> <li>• Takes pride in working for Fylde Council</li> <li>• Enjoys the work they do in their chosen career</li> <li>• Has respect for others at all times</li> <li>• Appreciates and values the opinion, interests and views of others</li> <li>• Always represents Fylde in a positive manner</li> </ul>	Application form / interview
<b>STRONG LEADERSHIP MANAGEMENT</b> <ul style="list-style-type: none"> <li>• Is always accessible and approachable</li> <li>• Leads by example and always displays a positive attitude</li> <li>• Motivates, encourages and supports others to achieve their best</li> <li>• Has a strong focus on doing what is best for the organisation</li> <li>• Manages change as part of the 'day job'</li> <li>• Makes creative suggestions about how to do things better</li> </ul>	Application form / interview

QUALIFICATIONS	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
<p><b><u>You must be able to demonstrate that you have the experience in:</u></b></p> <ol style="list-style-type: none"> <li>1. Developing effective relationships with key stakeholders</li> <li>2. Identifying and resolving customer service issues, recognising trends and implementing solutions for service improvements</li> <li>3. Assisting with the development of innovative practices and procedures</li> <li>4. Working in a busy, customer focused related environment for a minimum of 12 months</li> <li>5. Engaging in active customer consultation and satisfaction exercises</li> </ol> <p><b><u>You must be able to demonstrate that you are:</u></b></p> <ol style="list-style-type: none"> <li>1. Able to commit to ongoing personal and professional development</li> </ol>	<ol style="list-style-type: none"> <li>1. Essential</li> <li>2. Essential</li> <li>3. Desirable</li> <li>4. Essential</li> <li>5. Desirable</li> <li>1. Essential</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form/ interview</li> <li>2. Application form/ interview</li> <li>3. Application form/ interview</li> <li>4. Application form/ interview</li> <li>5. Application form/ interview</li> <li>1. Application form/ interview</li> </ol>

SKILLS / KNOWLEDGE / EXPERIENCE	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
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<p><b><u>Skills/Knowledge</u></b></p> <p><b><u>You must be able to demonstrate you have the ability to:</u></b></p> <ol style="list-style-type: none"> <li>1. Communicate effectively, oral and written</li> <li>2. Work under pressure, with the minimum of supervision and to tight deadlines</li> <li>3. Respond to situations quickly and demonstrate flexibility</li> <li>4. Be an excellent team player</li> <li>5. Understand, respond to and satisfy customer needs and expectations, centring and maintaining attention on the customer at all times</li> <li>6. Adapt your behaviour to each and every situation and deal with the public in a sympathetic and understanding manner</li> </ol> <p><b><u>You must be able to demonstrate that you have a good understanding of:</u></b></p> <ol style="list-style-type: none"> <li>1. The confidentiality and security procedures relating to the Council's and customers data</li> <li>2. Front and back office processes across the Council</li> <li>3. Microsoft products and Windows applications</li> <li>4. The Council's procedures in relation to Health and Safety</li> </ol>	<ol style="list-style-type: none"> <li>1. Essential</li> <li>2. Essential</li> <li>3. Essential</li> <li>4. Essential</li> <li>5. Essential</li> <li>6. Essential</li> <li>1. Desirable</li> <li>2. Desirable</li> <li>3. Essential</li> <li>4. Desirable</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form/ interview</li> <li>2. Application form/ interview</li> <li>3. Application form/ interview</li> <li>4. Application form/ interview</li> <li>5. Application form/ interview</li> <li>6. Application form/ interview</li> <li>Application form/ interview</li> <li>Application form/ interview</li> <li>Application form/ interview</li> <li>Application form/ interview</li> </ol>
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<p><b>Other Requirements</b></p> <ol style="list-style-type: none"> <li>1. Flexible approach to working arrangements</li> <li>2. To be smart and presentable in appearance at all times, wearing the Council's corporate uniform where appropriate</li> <li>3. To take responsibility for the quality of service provided, to contribute to the teams objectives and to initiate and support service improvements</li> <li>4. Able to align working hours with Customer demand and work in any of the Council locations</li> </ol>
<p><b><u>DATED: February 2017</u></b></p>