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| **Job Description** |
| **Post title** | Customer Care Officer |
| **JE Reference No** | N10791 |
| **Grade** | 5 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Regeneration & Development |
| **Reporting to** | The post holder will have dual accountability to the Head of Sales and Marketing and also to the Development Director |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Supporting the Chapter Homes’ Business Plan in the delivery of quality new build housing. The role involves working in customer service to look after our customer’s needs and also to perform a wide range of administrative duties to ensure the smooth running of our business and projects.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Build strong, trusting relationships with customers and stakeholders;
* Regularly engage with our customers giving them advice and information;
* Provide an excellent after sales and maintenance response to all issues and queries;
* Act as a first point of contact with responsibility for initial call handling, ensuring call details are logged and help and advice provided;
* Effectively liaise with management and external partners to ensure minimum response times to customer care issues;
* Ensure any construction defects are logged, work issued on the software system and ensure that the customers are kept updated throughout the process;
* Undertake a range of administrative functions for Chapter Homes;
* Encourage customer feedback through questionnaires and surveys;
* Assist in preparing reports and other documentation and maintaining efficient and effective document filing and record systems;
* Assist in the preparation of marketing and promotional literature and support marketing activities;
* Assist in the social media channels, ensuring a positive, consistent, customer focused message is delivered;
* Work effectively with the development, sales, and finance teams in the company.
* Offer new ideas and innovations on how to improve aspects of customer service.

The above is not exhaustive and the post holder will be expected to undertake any duties which may

reasonably fall within the level of responsibility and the competence of the post as directed by the line manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ 2 or equivalent level qualification in administration/business/customer care or related subject

AND* Willing to work towards a Level 3 qualification
 | * Project management, marketing or related qualification at level 3 or above.
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| Experience | * Experience of working in a customer focussed role, ideally in a building, construction and / or maintenance environment
* Administrative experience including working in an office environment.
* Experienced user of Microsoft Office or equivalent IT systems (Outlook, Word, Excel)
* Customer relationship management
 | * Experience within the housing sector.
* Experience of dealing with a range of customer emotions effectively, in particular dealing with customers who may have challenging demands
* Experience of dealing with customers face to face
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| Skills & Knowledge | * Ability to build and maintain effective working relations both internally and externally
* Ability to effectively plan and organise workload.
* Excellent written and oral communications skills
* Ability to liaise with partners, consultants and other stakeholders.
* Good numeracy and statistical skills
* Ability to understand and interpret data and pick out key issues.
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| Personal Qualities | * Ability to relate well to people. Possess tact, diplomacy and be sensitive to the needs of others
* The ability to work on own initiative, and/or as part of a team.
* Positive ‘can do’ approach
* Be able to maintain confidentiality
* Ability to work under pressure
* Ability to fulfil the transport requirements of the job
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