

Northumberland County Council  
**JOB DESCRIPTION**

Post Title: Customer Engagement Co-ordinator	Director/Service/Sector Place, Housing & Public Protection, Housing Services		Office Use
Band: 6	Workplace: Compass House		JE ref: 4066 HRMS ref:
Responsible to: Senior Engagement & Sustainability Officer	Date: December 2021	Manager Level:	
<b>Job Purpose:</b> <ul style="list-style-type: none"><li>• Develop and maintain effective and sustainable customer involvement across the housing service whilst supporting both colleagues and customers in effectively shaping services delivery.</li><li>• Be responsible for resident engagement across a geographical service area.</li><li>• To represent NCC Housing Service at Regional and National level in the involvement arena, driving the involvement agenda for NCC Housing Services</li><li>• Play an active role in the development and review of relevant customer involvement strategies and procedures.</li><li>• Lead and support NCC Housing Customers in key core activities ensuring their perspective and views are considered and documented.</li><li>• Support NCC Housing Service Managers in continuous evaluation of delivery , ensuring customers are included within that process.</li><li>• Constructively manage customer expectations in relation to service delivery, development, improvement and outcomes without compromising the needs of the business.</li><li>• Ensure all involvement and service activity reflects the Regulatory Consumer Standards</li><li>• Ensure all involvement and service activity appropriately reflects Tenant Satisfaction Feedback</li><li>• Ensure the execution of all recommendations as outlined in the Charter for Social Housing Residents</li></ul>			
Resources	Staff	May oversee the work of junior, trainee or support staff on particular projects. Additional externally funded professional and support staff may be added from time to time and directly responsible for providing advice on staff issues to externally funded projects and organisations	

Finance	Day to day responsibility for monitoring and managing a budget of over £1,000. Processing and raising orders, receipting goods, as and when required and in line with the Council's value for money ethos. May have some responsibility for handing payments, raising orders or processing invoices in a particular area of work. Some responsibility for grants to residents groups and access to the Council's Involvement Budget.
Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation
Clients	Daily contact with partner organisations, customers (tenants) and stakeholders
<b>Duties and key result areas:</b> <ul style="list-style-type: none"> <li>• Produce an annual customer report, based upon service delivery, performance and successful meaningful engagement.</li> <li>• Develop, deliver and facilitate on going relevant training/awareness for customers to ensure they have sufficient knowledge and understanding to enable their meaningful involvement and participation .</li> <li>• Drive the digital inclusion agenda for customers, providing up to date knowledge and support to enhance their involvement and participation and to maximise inclusivity.</li> <li>• Develop and maintain robust social media outlets to maximise opportunities for the involvement of all customers.</li> <li>• Document all customer engagement activity and monitor and report outcomes and performance against our peers in other housing providers.</li> <li>• Maintain up to date knowledge of the National Involvement agenda, government direction and legislation and provide regular written and verbal briefings to service managers and staff.</li> <li>• Ensure NCC housing is in the forefront of Regional engagement activities and maintain partnerships and networking with colleagues in other housing organisations within Northumberland and the North East.</li> <li>• Lead and develop NCC Housing Scrutiny processes , providing evidence of all activity.</li> <li>• Work closely with and support other teams,. in particular, the Estates Team to ensure all engagement opportunities are explored and maximised.</li> <li>• Review and tailor engagement opportunities to reflect current trends and direction Nationally and Regionally.</li> <li>• Ensure mechanisms are in place to allow Customers to give their views, comment on services/service delivery and participate by maintaining current involvement methods and creating new ones informed by customer insight.</li> <li>• Organise and facilitate any task &amp; finish groups or other relevant and appropriate consultation methods identified by information captured via Customer Insight Officer.</li> <li>• Support and facilitate the Councils formal consultation method.</li> </ul>	

- Work with partner agencies including voluntary and community organisations, local and regional partnerships, strategic partners, internal partners in the promotion and development of involvement work
- Deal face to face with Customers that at times that may be contentious and complex in nature
- Ensure that all queries are dealt with effectively within set timescales and resolved at the earliest point of contact.
- Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
- Take responsibility in helping Customers access the full range of services and support they require.
- Attend meetings and events out of normal office hours as required by the role, some of which can be contentious
- Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Council under the Health and Safety at Work Act are implemented
- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Physical Requirements:	Ability to drive to external events, lift carry and assemble equipment
Transport requirements:	The work involves the need to visit sites throughout the North/South of the County on a regular and routine basis.
Working patterns:	Flexible working the ability to work occasional evening or weekend to meet the requirements of the service
Working conditions:	Post based indoors, and carried out at different locations around the county

### **Northumberland County Council PERSON SPECIFICATION**

<b>Post Title:</b> Customer Engagement Coordinator	<b>Director/Service/Sector:</b> Place /Housing and Public Protection/Housing Services	Ref: 4066
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>

<b>Qualifications and Knowledge</b>		
<p>A relevant housing qualification such as CIH Level 3 Certificate in Housing Practice or equivalent .</p> <p>Understanding of the diverse functions of a large complex public organisation.</p> <p>Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and respect</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>The ability to adhere to and explain council policy and basic housing law commensurate with the role.</p> <p>Comprehensive understanding of Housing related issues and up to date Government Legislation and an understanding of the current issues facing local government and possess a high degree of political sensitivity</p> <p>. A good understanding of the use of technology</p> <p>Actively undertaking ongoing continuous professional and personal development.</p>		
<b>Experience</b>		
<p>Competence in using Microsoft Office, Google, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Thorough knowledge and experience in a relevant context and service obtained within the Social Housing Sector.</p> <p>An active desire to provide effective customer centered services.</p> <p>Proven track record of effective networking</p> <p>Experience of representing organisations at a Regional and National level.</p> <p>Experience of writing reports and briefing papers</p> <p>Experience of writing strategies and procedures</p> <p>Experience of running customer-led forums and other wider consultations.</p>		

<b>Skills and competencies</b>		
<p>Effective IT skills and ability to understand and develop the use of ICT to achieve work objectives.</p> <p>Confident and competent in expressing own views and an active participant in internal and external meetings.</p> <p>Ability to communicate effectively and appropriately to a number of audiences, including colleagues, customers, partners and members.</p> <p>Excellent written and verbal communication skills are essential to the role and, being capable of conveying complex information clearly to individuals and groups.</p> <p>Emotional demands in occasionally dealing with members of the public or others who are angry or exhibit challenging behaviour.</p> <p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Ability to work methodically and systematically.</p> <p>Adopts a collaborative approach to work.</p> <p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>Demonstratable experience of using social media to communicate with residents and to promote engagement. Ability to communicate with residents via virtual platforms / media</p> <p>Be proactive and demonstrate the ability to adopt a creative and innovative approach to the role</p>		
<b>Physical, mental and emotional demands</b>		
<p>Generally works from a seated position with regular need to walk, bend, lift or carry items.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p>		

Regular contact with public/clients in dispute/negotiation with the County Council. Be able to work under pressure.		
<b>Motivation</b>		
Dependable, reliable and a good timekeeper. Customer focused and able to deliver within tight timescales. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision. Work out of hours		
<b>Other</b>		
Hold a valid driving license and have use of a vehicle		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits