Role Profile – Customer Care Officer

INFORMATION ABOUT THE ROLE:

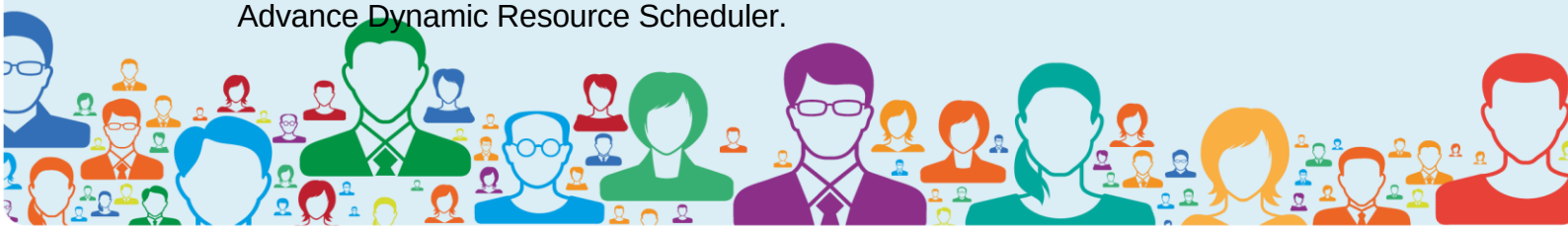
Group	Housing, Environment and Healthy Communities
Service	Construction Services - Customer Operations and Technical Support
Location	Civic Centre
Line Manager	Senior Customer Care Officer
Grade/SCP	SCP 14-19 - £28,624-31,067

JOB PURPOSE:

To provide exceptional customer service by responding to elected member enquiries, investigating and resolving complaints, and offering support across various communication channels. The Customer Care Officer ensure customer satisfaction and a positive experience by delivering timely and professional assistance. The role involves direct communication with elected members regarding constituent concerns, as well as providing dedicated support to customers undergoing large-scale repair works, ensuring they are informed, supported and their needs are met throughout the process.

WHAT WE WANT YOU TO DO:

- To be the main point of contact for customers throughout works to their home, ensuring they are fully aware of all works due to happen – advising them of works planned, keeping them updated throughout the process and to ensure any queries or concerns they have are addressed swiftly.
- To liaise closely with operational delivery teams, associated agencies and other services to ensure that the needs and requirements of the customer are met.
- To arrange any necessary support for vulnerable customers, ensuring work can be completed without causing them stress and inconvenience.
- To provide an excellent level of customer service to all customers in order to ensure a consistently high level of customer satisfaction.
- To identify and highlight to the operational teams any issues that may cause delays to delivery of works, e.g. dirty or cluttered properties, and work closely with other services and agencies to address concerns in a co-ordinated and timely manner.
- To maintain accurate records within required systems, including NEC, Agresso and Advance Dynamic Resource Scheduler.



- To carry out a satisfaction survey with customers on completion of their works to their home and administer any renumeration where required.
- To investigate complaints and compliments into the service and decide upon suitable redress in line with the company's compensation policy.
- Such other responsibilities allocated that are appropriate to the grade of the post.

WHAT YOU NEED TO BE SUCCESSFUL…THE ESSENTIALS:

THE KNOWLEDGE

- An understanding of the challenges faced by some of our customers in their day to day lives and the support available to help them
- An understanding of equality and diversity within the housing environment
- An understanding of relevant housing legislation.

THE EXPERIENCE

- Dealing with difficult situations
- Effective partnership working
- Ability to work on your own initiative as well as part of a team
- Working in a customer service environment
- Resilience and strong negotiation skills
- Providing support to vulnerable people
- Good level of IT competence
- 5 GCSEs or equivalent at Grade C or above, or relevant experience

THE SKILLS

- Keen problem-solving skills
- Excellent communication skills – written and verbal
- Good organisation and time management skills, with an ability to work under pressure to meet deadlines
- Non-confrontational complaint resolution



OUR COMPETENCIES... HOW WE WANT YOU TO BE*:*

CUSTOMER FOCUSED
Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION
Uses accessible and inclusive methods to express and deliver accessible information in a clear and concise way to ensure our diverse workforce and communities understand

TEAM PLAYER
Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN
Takes responsibility for personal organisation and achieving results

FLEXIBLE
Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP
Actively improves by developing and applying new skills and knowledge and learns from past experiences

