

Role:	Customer Services Manager
Responsible to:	Head of Housing and Communities
Responsible for:	Customer Services Advisors
Employment type:	Permanent 35 hrs / week
Salary:	£38,133 per annum

Who is Cynon Taf Community Housing Group

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our Contract Holders and wider community.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

Main Purpose of the Role

The Customer Services Manager is responsible for leading and co-ordinating a front and back-office customer service team with the aim of delivering an excellent customer service to internal and external customers.

The Customer Services Team is responsible for providing excellent levels of customer service across our housing and maintenance functions, ensuring that tenants and other customers get accurate information and progress on issues affecting their tenancies, repairs, their community, and other housing and/or maintenance related issues. The capturing of accurate, quality data is pivotal, especially in driving continuous improvement.

A key part of the role will be leading, motivating, coaching and supporting colleagues within the team to deal with enquiries and requests for service, and in ensuring that the team have the right skills and resources to create a customer service that meets our customer service standard.

There will be unpredictable levels of demand and on time challenging scenarios, which should be dealt with in a calm and confident manner by the team.

In addition, the role is responsible for supporting the Head of Housing with wider management information and key performance data, which enables strategic and operational planning as well as an understanding of where we are doing well, and where we need to improve. The Customer Service Team Manager will proactively seek way to futureproof and continuously improve the services delivered to tenants as part of the Corporate Plan objectives.

Managers are responsible for feeding information up to Heads of Service on a range of operational, risk related and compliance activity through both reporting structures as well as from feedback within their service areas and will contribute fully to both the risk management and budget setting and management processes.

This role will work alongside the other Managers within the directorate to identify delivery challenges across the service, problem solve, and find solutions that mean we are giving the best service to our customers. In addition, the Managers will work with the Heads of Service, and the Director of Housing and Communities to create an environment where a positive culture is embraced and the service delivers excellent outcomes for tenants and colleagues.

To undertake this role successfully, a strong affiliation and understanding of our organisational values as well as placing the customer at the centre needs to be demonstrated at all times.

Key Measures of Performance:

- Strong operational leadership of the customer services function, including 7 Customer Service Advisors, resulting in the team having the skills, experience and values to retain highest levels of customer satisfaction and performance across our key areas of service delivery at all times
- Ensuring the team is resourced at all times, so that customers are able to make contact when and how they wish to
- Lead, develop, implement, and review the Customer Service Strategy and action plan for the organisation.
- Developing and managing of a suite of KPIs within the team that recognises organisational values and priorities.
- Production of performance information, with strong narrative that enables the Head of Housing and Director of Housing and Communities to understand where performance across the team is good and what areas we need to improve
- To contribute to ensuring that there is accurate and timely data collection - ensuring that CRM is updated with key information, communication across the teams is clear and records are accurate.
- To ensure that all communication channels with our customers are managed including social media platforms.

- To manage the resolution of customer service-related complaints and liaise with the relevant Line Managers and the Corporate Officer and ensure that refunds or compensation is issued to customers.
- To assist with the co-ordination of customer satisfaction and resident surveys, and tenant profiling.
- Implement and manage service reviews and other compliance monitoring initiatives and implement any identified improvements.
- Ensuring that administration activities are undertaken in a timely and professional manner
- Work collaboratively and support other team leaders/managers to improve customer services across the organisation.
- Ensure that your team are confident in the use of the Language Line, hearing loop and other related equipment and be responsible for its upkeep.

Oversee the Customer Service Team in respect of delivering:

- Support to the Maintenance team in the delivery of reactive repairs and contractor invoices
- Support to the Housing team in respect of rent, letting and ASB queries.
- General office administration such as mail management
- Supporting employees to deliver a high-quality, right first-time service.
- Managing and developing an effective and motivated team ensuring that the team consistently meets high standards of performance.
- Managing the staffing resources and requirements within the team and preparing and presenting reports when and where necessary.
- Proactively managing the Health & Safety of the team in accordance with the Group's Health & Safety policies and procedures.
- Compliance with Data Protection legislation and in accordance with the Group's Data Protection Policies and Procedures.
- Keeping abreast of legislative developments affecting your area of work and undertaking training and continual professional development to keep up to date with the role and its changing requirements.

PERSON SPECIFICATION

Here's what you will need to be successful in the role:

Essential Requirements

- Significant experience of managing a complex range of customers
- Significant experience of managing a team of people
- Previous experience of working in a customer service environment
- Experience of working with and reporting to all levels of management
- Strong experience of project managing and developing proactive strategies that drive service improvement
- Experience of representing an organisation and its policies and to promote them with confidence and professionalism.
- Extensive experience of Microsoft applications (MS Office & SharePoint)
- Significant previous experience of working with a wide range of customers in person, in a telephone based setting and on social media platforms.
- Highly developed communication skills
- Proven experience of leading on conflict resolution and complaint handling
- Leading on data collection in relation to customer profiling and service accessibility
- The ability to be creative and to come up with new ideas to improve customer standards
- An ability to work on your own initiative and prioritise workload to meet strict deadlines
- An ability to retrieve information, check facts and absorb information quickly
- Excellent communication and negotiation skills
- Able to translate strategies into tactical plans and lead on implementation
- An ability to lead and work as part of a team
- An ability to motivate and inspire colleagues and staff
- Ability to deal professionally with confidential issues
- Demonstrate the following qualities at all times: Champion customer focus, positive can do attitude, proactive, flexible, accurate, calm under pressure, a team player and able to represent the Group positively and professionally.

Desirable Requirements

- Experience of the Housing Association sector
- Have the ability to speak and write Welsh
- Have an understanding and practical experience of Equality and Diversity, Agile Working, Culture Change, Change Management and Modern Working practices.

Annex 1:

OUR VISION We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

PASSION – We care passionately about what we do

RESPECT – We treat everyone with respect

RESPONSIBILITY – We take responsibility for our actions

INTEGRITY – We carry out our roles with honesty and sincerity

EXCELLENCE – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact