

## JOB PROFILE

<b>Job Title:</b>	Customer Service Manager	<b>Band</b>	Band 8 - £36,363 - £39,151 p.a.
<b>Department / Service:</b>	Portsmouth Homes (HNB)	<b>Directorate</b>	Housing, Neighbourhood & Building Services

**Job Purpose:**

(i.e. Context & summary of why the role exists)

To facilitate the day to day running of the area housing offices Customer Relations Teams to meet demand via telephone, email and face to face interactions.

To have overall responsibility for the supervision of all cash handling procedures, safety of staff handling cash and the security of cash collected.

To recruit, train, develop and maintain a team of customer relations officers (CRO's) to provide effective customer services as a social housing landlord and ensure that PCC meets the outcomes required within the Consumer Standards when Tenants contact us.

To work collaboratively as part of the Management Team within an Area Housing Office, but also with all other teams and departments within Portsmouth Homes and relevant teams within Portsmouth City Council, to ensure consistency of services delivered and all compliance matters are met.

The role is responsible for a team of CROs within an Area Office/s, but they also work closely with Local Housing Managers (LHMs) and carry out duties required by Senior Housing Managers (SHMs).

Work collaboratively with peers in other locations, as well as team managers in other departments within PCC in particular Finance and Transactions, Tenancy Support, Portsmouth Homes Complaints and the Repairs Support/Building Services Teams, as often the CRO team are the face of Portsmouth Homes, covering all Landlord Services.

The role is responsible for proactive staff management, including absence management and performance management including disciplinary and capability issues as well as ensuring that there are appropriate resources to meet demand at all times, and that staff work in a safe and secure manner.

## Main Duties

1. Make decisions throughout the day in relation to tasks/duties and service delivery without consultation.
2. Responsible for managing a team of CRO's to ensure that it operates effectively and efficiently in delivering front line services to meet tenant demand. This includes telephony, cash handling, staff rotas and the general office environment as well as carrying out staff 1-2-1's, PDR's, absence, and performance management and any disciplinary and capability investigations and hearings
3. The role of the CRO is varied, and therefore dependent on tenant demand, there is a need to continually review capacity in the team, and allocation of tasks accordingly.
4. Ensuring that the telephony system is set up and managed effectively, and that there is collaboration between Area Housing Offices, to enable sudden or unpredictable demand to be managed across the service, to ensure that all tenant demand is met, and cover is provided for training, sickness etc.
5. Allocation other tasks to the CRO team dependant on demand, such as Garage & Parking Space allocation, low level income collection and Former Tenant Arrears chasing, Contents Insurance premium collections, Mutual Exchange processing and other tasks as necessary to support Portsmouth Homes Landlord services.
6. The role is also responsible for communicating difficult messages to tenants, particularly when complaints have been made or decisions are likely to be controversial, therefore the post holders have to have the ability to remain calm and deliver messages with empathy but with authority
7. Use measures and data appropriately to ensure that fluctuations and patterns of demand are understood and where predictable, resources are adapted accordingly. This means that the role must manage leave requests, absence management and office cover effectively and efficiently.
8. Responsible for the secure storage of personal sensitive information and data gathered from the tenants, most of which are stored electronically in Portsmouth Homes IT systems
9. Ultimately responsible for the health and safety of the CRO's as well as the tenants and visitors to the Area Offices and for customer welfare whilst ensuring customer confidentiality is maintained.
10. Responsible for taking on temporary management of other teams within an Area Housing Office for emergency cover and at the direction of the Senior Housing Manager.
11. The post holder will be expected to lead by example in terms of their communication style and skills and develop all staff to be able to manage and deal with difficult situations successfully.
12. Responsible for all aspects of cash handling therefore communication with money collection and banking service providers is essential to ensure the safety of staff and the security of the monies collected
13. Create accurate and relevant notes of conversations and reasons for actions or non-actions that need to be understandable to others and relied on for Court Action

**Other Responsibilities/Accountabilities**

1	Actively promote and model the council's desired behaviours.
2	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
3	Undertake any other duties that are commensurate with the requirements of the post.

## Who is the Person?

### Knowledge, Experience & Technical Competencies

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Experience of managing individuals and teams with a preference for Coaching and Mentoring.	E	A/I/T
Extensive and adaptable IT skills including the Microsoft 365 package (Word, Excel, PowerPoint, Teams etc)	E	A/I/T
Excellent written and verbal communication skills and the ability to absorb and interpret complex information	E	A/I/T
Strong numeracy and excellent written skills	E	A/T
Experience of performance management and improving customer satisfaction	D	A/I
Excellent communication skills with the ability to adapt flexibly to a wide variety of audiences for a range of purposes	E	A/I/T
Experience of dealing with GDPR and Data Protection issues, with the ability to support others in developing an understanding while minimising risk and assuring compliance	D	A/I
Experience of Cash Handling and Financial Compliance	D	A/I/T
Experience in the use of telephony systems to ensure that there is accountability for the services provided and that performance is measured, resources are appropriate to meet demand and that legal and statutory requirements are met	D	A/I

### Qualifications and Training

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Level 4 Housing Qualification or be prepared to study.	D	A/I
English and Maths GCSE or equivalent	D	A/I
Evidence of commitment to own continuing personal and professional development	E	A/I

Interpersonal & Communication Skills and Core Behaviours		
Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
<b>Influencing Skills:</b>  Engage at all levels of the organisation and work with others to: <ul style="list-style-type: none"> <li>Ensure a consistently high standard of service delivery</li> <li>Support and engage with staff to identify and manage training needs to ensure the success of the team</li> <li>Communicate accurate and clearly with staff and colleagues</li> </ul>	E	A/I
<b>Excellent interpersonal and communication skills:</b> <ul style="list-style-type: none"> <li>The ability to build effective working relationships with staff, colleagues and managers and other stakeholders throughout Portsmouth Homes, HNB and PCC</li> <li>To give advice and guidance when needed relating to CRO team service delivery.</li> <li>To produce good quality data to support in the analysis and understanding of demand and support decision making relating to resourcing</li> </ul>	E	A/I/T
<b>Initiative and independence</b> <ul style="list-style-type: none"> <li>To be enterprising, resourceful and adaptable, using your own initiative.</li> <li>Confidently deal with unexpected or unanticipated problems, reprioritising work as required and escalating where appropriate.</li> <li>Ability to exercise sound judgment in complex and pressurised situations</li> </ul>	E	A/I

**When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.**

**If applying as a secondment, please ensure you have your line manager's permission before applying and please state this in your application.**

### General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.