Portsmouth CITY COUNCIL

Customer Relations Officer

Salary: Band 5 - £27,346 - £29,170 p.a. (£12,564 - £13,402 pro rata for 17 hours)

Hours per week: 17 (Friday & other days to be negotiated)

Location: Somerstown Area Housing Office, Portsmouth

Contract type: Permanent

The Service - Portsmouth Homes (Housing, Neighbourhood & Building Services):

The Social Housing Sector has seen considerable change in the last 2 years with the addition of new and revised regulations including a new set of consumer standards.

Portsmouth Homes is undertaking a programme of change to respond to the new environment and changes in expectations from our tenants and leaseholders.

What is the role?

The Customer Relations Officer (CRO) provides comprehensive support to Portsmouth Homes Landlord services across Area Housing Offices.

Most of the communication is front facing with tenants and leaseholders, so there is always a need to present Portsmouth Homes positively and professionally.

There will also be a need to communicate with other teams within Portsmouth Homes, PCC and external partners/organisations, such as Social Services, HNAS, Building Services, Finance & Treasury, I.T, HR, the Police etc.

CRO's must respond to customer/resident enquiries at the reception counter, by phone, respond to emails and where necessary refer matters to the right resource.

CRO's also arrange appointments for customers where necessary with other officers or teams to ensure that Portsmouth Homes meets it obligations under the Consumer Standards and for Compliance matters.

- To be the first point of contact for Portsmouth Homes customers either by phone, face to face, email or by post dealing with a variety of enquiries, including:
    - Rent Arrears.- Giving advice and set up suitable payment plans for low level arrears. A CRO is able to give direct debit advice, standing order advice, explanations on rent adjustments and discuss sub account balances and payments.
    - Contents Insurance: Giving advice and set up sub accounts and payment plans for Contents Insurance and management of these sub accounts.
    - Former Tenant Arrears: Give advice and set up suitable payment plans for Former Tenant Arrears accounts.
    - Building Services: Liaise with the Customer Repairs Team, Surveyors, Service Providers and other Building Services Teams to help support tenants and leaseholders on all aspects of repairs to their homes.
    - Rechargeable repairs: Advising customers and setting up repair charge accounts for repair requests that fall outside of the Portsmouth Homes Right to Repair.

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  - Tenancy Support: Ensuring tenants and leaseholders are referred to the right resource at the right time to ensure the tenant demand is met and tenants can maintain their tenancies.
  - I.T: report any problems with the IT and telephony systems to ensure that the service remains accessible to all tenants and leaseholders.
- To provide comprehensive support services to the Area Housing Office in the delivery of excellent customer services
- To take payments from customers and adhere to cash handling and financial procedures
- To manage garage/parking and shed allocations and associated payments
- To support Housing Officers with the processing of Mutual Exchange applications
- To support with the collection of sundry debts
- Process contents insurance applications and payment collection
- To undertake other administrative roles as directed, to fully utilise capacity when demand is fluctuating
- 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

Who is the person?

You need to:

- Have previous customer service experience preferably through dealing with members of the public by telephone and in-person.
- Have good communication skills and the ability to deal with a wide variety of customers in a sensitive and emphatic manner.
- Be well organised, able to prioritise tasks and manage your own workload.
- Able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the needs of the team.
- Be numerate and able to handle money accurately as part of the cashiering role
- Have a positive attitude towards work and actively work with your colleagues to improve the service offered to customers
- Have good IT skills including accurate data entry and use of software applications. Training will be given on the specific systems used in housing
- Have an awareness and understanding of the Data Protection Policy as you will be dealing with confidential information
- Be able to work from any of the area housing offices when required

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

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.