**Job Description**

**Customer Services Manager**

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| **JOB TITLE:** Customer Services Manager  **REPORTING TO**: Head of Home Services |
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| **OVERALL PURPOSE OF THE JOB:**    The post-holder will support Pickering and Ferens Homes’ (PFH) values, mission and corporate plan objectives.  The postholder will champion customer service excellence throughout the organisation. The role is to lead and manage the organisation’s first line customer service experience. This includes, developing and delivering PFH channel choices for enquiry handling, including the face to face, telephone and digital online offers. The aim is to ensure effective resolution of enquiries, as close to first point of contact as possible and within response timescales negotiated and agreed with customers.  Services provided directly by the customer services team include repair ordering and liaison with contractors, waiting list enquires, payments and rent account enquiries and first stage complaints handling.  The post holder will be responsible for the overall supervision and support of the Customer Services Team. They will support, develop, and drive a performance culture with a focus on continuous improvement, accountability, and personal responsibility.  The post-holder will take a key role within our operational management group and will work closely with colleagues within all teams, as well as PFH customer engagement groups and external agencies to build effective processes that ensure customer resolution outcomes.  The postholder will be considerate and reflect issues of equality, diversity and inclusion within their work, ensuring accessibility of all services to reflect customer needs.  The role will take the operational lead within our agile working environment, particularly in respect of managing the effective and safe use of the office and hub environments the PFH staff team operate from. |
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| **DIGNITY AT WORK:** To show, at all times, a personal commitment to treating all residents, Trustees, customers and colleagues in a fair and respectful way, which gives positive regard to people’s differences and individuality. Assist in ensuring equal access to services and employment opportunities for everyone. |
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| **CORE ACCOUNTABILITIES:**   * To effectively lead and champion excellence in first line customer service provision across the organisation. * To deliver innovative, customer sensitive, approaches to improving the first line service experienced by PFH customers. * To develop and deliver, in conjunction with other teams, PFH’s multi-channel offer including the encouragement to use most convenient, cost effective routes to service. * To lead and manage customer services team members, inspiring, developing and motivating them to deliver excellence through the organisation’s values set and ensuring we maintain high levels of staff and customer satisfaction. * To use data and insight, including benchmarking, to enable effective performance management and achievement of key accountabilities. * Lead and/or fully contribute to interdepartmental projects, to ensure that first line customer service excellence can be achieved. * To maintain and improve customer service procedures, policies, and standards for the organisation. * To maintain up to date knowledge of relevant legislation, policy, and good practice relevant to the role. * To lead and manage the effective and safe operation of PFH’s agile working office and hub environments in general and on a day to day basis. * To deliver, through the team, an effective office support arrangement on key administrative tasks. * Manage customer expectations and where applicable signpost to other agencies where customers can find support (Police, Local Authority, CAB). * Work alongside PFH’s Customer Experience Manager to ensure customer feedback is actively sought by a variety of methods and that feedback received is acted upon and responded to. * Ensure that complaints and request for information are dealt with effectively within timescales, GDPR guidelines and resolved at the earliest point of contact.   **Partnership Working**   * Develop effective networks and work in partnership with external stakeholders and peer organisations. Share best practice through various meetings including Benchmarking groups and explore opportunities for collaboration. * Work with internal stakeholders to enable the delivery of key corporate plan objectives or to improve operational processes and practice.   **General**   * All work to be carried out within limits of delegated authorities. * Adhere to the Association’s Equalities, Diversity and Inclusion Framework, Health and Safety Policy and all policies and procedures relevant to the role. * Actively support, promote and act in line with the vision, mission and values of the Association at all times. * Act as an ambassador for PFH and customer service within and outside the organisation. * Undertake any task which is within the capabilities of the post holder and commensurate with the salary level of the post, as assigned by line manager. * Please note that where the job holder has any adaptation requirements every effort will be made to supply necessary support or equipment to allow them to carry out the duties of the job. |
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| **DIMENSIONS:** |
| **Responsibility for Staff:**  Line management responsibility for 5 x Customer Services Officers |
| **Responsibility for Customers / Clients:**  Customer service champion role.  Role requires regularly consultation and engagement with PFH customers.  Health and safety responsibilities within office and hub environments. |
| **Responsibility for Budgets:**  Office management related budgets.  Team staffing budget.  Other digital service related budgets – to be determined. |
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