

## Job Description

<b>Job title:</b>	<b>Customer Service Coordinator</b>
<b>Reports to:</b>	Services Manager
<b>Responsible for</b>	Customer Service Assistants

<b>Corporate behaviours, qualities and Values</b>	<p>All Threshold staff have a responsibility for demonstrating behaviours which are:</p> <ul style="list-style-type: none"> <li>• Manages expectations</li> <li>• Genuinely cares</li> <li>• Values differences</li> <li>• Builds trust and empathy</li> <li>• Enjoys work</li> <li>• Thinks innovatively</li> <li>• Challenges and learns</li> <li>• Makes things happen</li> </ul>
<b>Purpose of role</b>	<p>To lead a team to provide a front of house service in our staffed accommodation.</p> <p>To be responsible for the day to day welfare of customers in our Supported Accommodation, address any unplanned support issues and liaise with relevant support and housing colleagues to ensure Threshold customers receive a high quality service.</p> <p>Working collaboratively with the Services Manager and central support staff in Threshold to deliver the contracted performance requirements, providing data and statistical returns as required.</p> <p>Nurturing a performance related culture in all staff to achieve occupancy and income collection targets and other key performance indicators/outcomes</p>
<b>Key accountabilities</b>	<p>Ensuring that adequate levels of cover are maintained in Threshold staffed properties;</p> <p>Ensure that the CSA team are appropriately trained and skilled to deal with a range of customer enquiries;</p> <p>Co-ordinate the CSA team to deliver unplanned (ad hoc) support to the customers in the Oldham Generic service. This is expected to involve a varied range of queries and requests for assistance such as rent queries, repairs, move on and bidding queries, and liaison with support workers and external providers.</p>

	<p>Ensure that buildings are secure and have appropriate levels of security in place out of hours</p> <p>Ensure that buildings are compliant with H&amp;S requirements</p> <p>Ensure that buildings are clean, safe and welcoming</p> <p>Carry out routine monitoring of all aspects of compliance, performance and quality and provide regular reports to the Services Manager, or performance and information officer as required.</p> <p>Delivering to the customer service standards.</p>
<p><b>Key relationships (external)</b></p>	<p>Peer level relationships with:</p> <p>Security Landlords Contractors Suppliers Professional agencies visiting the service or attending meetings.</p>
<p><b>Key relationships (internal)</b></p>	<p>Services Manager Housing Management team Support team On call manager</p>
<p><b>Summary of tasks/ functions</b></p>	<p>To have a detailed and accurate awareness of the current risk profile of your area of responsibility and demonstrate that you are managing the risks</p> <p>Recruitment, induction, supervision and appraisal of the CSA team</p> <p>Quality sampling of the work of the CSA team</p> <p>Holding team meetings to ensure effective communication mechanisms are in place in order to achieve the objectives in the customer service standards.</p> <p>Maintaining familiarity with policy and procedures in order to keep the team fully informed.</p> <p>Maintaining up to date knowledge of best practice and H&amp;S requirements</p> <p>Developing and delivering or overseeing a CSA handbook which provides the team with up to date knowledge and reference for all commonly encountered queries and procedures.</p> <p>Demonstrating that the CSA team are appropriately trained and supported in their roles.</p> <p>To set performance expectations and demonstrate that each team member is clear about what is expected of them, has the tools and</p>

	<p>skills to carry out the role, and that their performance is being regularly monitored.</p> <p>To actively follow Group HR procedures in managing staff reporting to you.</p> <p>Ensuring that security presence is appropriately in place and maintained</p> <p>Holding regular meetings with Security supervisor to monitor quality</p> <p>Demonstrate robust monitoring of Customer service standards for customer service roles.</p>
<p><b>Competencies</b></p>	<p>The competencies required for the role of Customer Service Coordinator include the ability to:</p> <ul style="list-style-type: none"> <li>• Work within a team environment, demonstrating flexibility and tolerance</li> <li>• Listen and communicate proactively with a diverse range of people both inside Threshold and externally</li> <li>• Behave consistently, demonstrating personal values and standards that complement those of Threshold</li> <li>• Bring a sense of purpose to situations, initiating action, giving direction and taking responsibility</li> <li>• Remain focused on achieving service outcomes in changing and challenging environments</li> <li>• Remain confident and resilient when dealing with challenging situations</li> <li>• Set a positive example to encourage people to commit to the task in hand and, where necessary, commit additional time and effort in order to achieve their key objectives</li> <li>• Adopt a positive and creative approach to solving problems</li> <li>• Encourage others to develop ideas, new options and imaginative solutions.</li> <li>• Relate to people with a self-assured and relaxed manner</li> <li>• Communicate effectively with a diverse range of people both inside Threshold and externally</li> <li>• Demonstrate awareness of equality and diversity</li> </ul>

## Person Specification

	Essential	Desirable
<b>Qualifications</b>		
Relevant qualification ( eg NVQs) in social care or housing	√	
<b>Experience</b>		
Supervising or managing staff	√	
Working in housing, social care or a related field	√	
Working in partnership with other organisations and agencies	√	
Working with vulnerable customer groups	√	
Basic administration and office procedures		
<b>Knowledge</b>		
Knowledge of the supported housing sector	√	
Awareness of regulatory and legislative frameworks	√	
The Supporting People programme	√	
Understanding of equality and diversity issues	√	
Child protection, housing, supported housing, homelessness	√	
Welfare rights and benefits system	√	
Health & safety in supported housing		
<b>Skills</b>		
Communication and interpersonal skills	√	
Ability to build and maintain effective working relationships	√	
Influencing skills	√	

Leadership and motivation skills	√	
Coaching and delegation	√	
Competent IT skills	√	
Ability to organise own work and time	√	
<b>Attributes</b>		
Attention to detail and accuracy	√	
Forward thinking, positive attitude	√	
Resourceful and innovative approach to problems	√	
Willingness to take responsibility for getting the job done to required standards	√	
Persistence and determination	√	
Able to work unsupervised	√	
<b>Personal Circumstances</b>		
Able to work unsocial hours (evenings and weekends and public holidays)	√	
Able to participate in an out of hours on-call duty roster	√	