

Head of Customer Services

Person Specification

<i>What are we looking for?</i>		<i>How will we check you have it?</i>
Experience	<ul style="list-style-type: none"> • 3 years' experience in a senior management customer service role and contact centre background. 	Application form and interview
Knowledge and Skills	<ul style="list-style-type: none"> • Experience of using a wide range of contact centre technologies and implementing new systems. • Experience of working with performance data to drive improvements. • Experience of managing hybrid teams and Team Leaders in a multi-channel environment. • You should be able to demonstrate a knowledge of regulatory and ombudsman requirements. • Experience of managing customer complaints and resolution. 	Application form and interview

Core competencies	<ul style="list-style-type: none"> • Customer focus – Experience of delivering a customer service model to a set of KPIs • Customer focus - Experience of delivering measurable improvements to the customer experience. • Customer focus – Experience of changing a service offer based on customer feedback, “lessons learnt” and “you said we did”. • Customer focus – delivering a service to meet the diverse needs of our residents. 	Application form, and Interview
	<ul style="list-style-type: none"> • Communication – You communicate clearly and accurately and in a respectful, empathetic and upbeat manner whether you are writing or speaking. 	Application form, and Interview
	<ul style="list-style-type: none"> • Working with others – experience of building and maintaining key strategic relationships (internally and externally) and collaborate with others to deliver an excellent service. 	Interview
	<ul style="list-style-type: none"> • Planning and organising – experience of managing multiple tasks to deadlines and delivering on projects. 	Interview
	<ul style="list-style-type: none"> • Achieving results and quality focus – You take ownership of a task and stay with it until it is finished to a high standard. 	Application form, and interview

<i>What are we looking for?</i>		<i>How will we check you have it?</i>
	<ul style="list-style-type: none"> • Judgement and Decision making- You weigh up a situation and come to a decision that will meet objectives, maintain a positive image of Newlon and deliver the right outcomes for the resident and the organisation. 	Interview
	<ul style="list-style-type: none"> • Financial/Numeric Awareness – Experience of managing budgets and making financial decisions balancing the needs of the organisation and the needs of the resident. • Financial/Numeric Awareness - Experience of using innovation to make savings for the organisation whilst improving the resident's service offer. 	Application form, testing and interview
	<ul style="list-style-type: none"> • Managing change and innovation – You welcome feedback and use it constructively to help improve the way the team works. • You have experience of change management and taking the team with you through significant change. 	Application form and interview
Management competencies	<ul style="list-style-type: none"> • Managing performance • You have a consistent approach to setting targets and making expectations clear • You identify performance issues proactively and deal with them in a timely and effective way 	Application form, testing and interview
	<ul style="list-style-type: none"> • Leadership (motivating, involving and developing) • You work in a coaching style that encourages staff to take ownership of their tasks and their development • You manage change effectively • Leading by example you set a culture where staff achieve results and look for ways of improving the service • You engage staff in delivering a Newlon Gold service 	Application form, testing and interview

***Newlon GOLD** – We will always deal with your enquiry, we will be there and available to help and we will check we got it right.