

JOB DESCRIPTION

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| JOB TITLE: | Service Centre Team Coordinator |
| LOCATION: | Newlon House, Hale Village |
| SALARY: | £39,237 per annum plus eligibility for performance related pay |
| REPORTING TO: | Service Centre Manager |
| RESPONSIBLE FOR: | Team of approximately 5 Service Centre Advisors |

A MAIN OBJECTIVES

The Service Centre Team Coordinator will be a true customer service champion who lives Newlons values and supports our vital front-line team in delivering excellent service every time.

The role will sit at the centre of our busy Service Centre and the coordinator will supervise a small team of service centre advisors. The role will ensure front line staff are always supported and continually developing their customer service skills. The coordinator will set the tone for good teamwork and work with the customer service management team in delivering an excellent experience for our residents. There will be as strong focus on staff performance ensuring staff have the right tools to do the work and are clear what the service expectations are.

The coordinator will work with other departments in finding solutions to customer issues whilst ensuring the service centre remains focused on delivering a service for residents as its primary objective.

The coordinator will deal with customer escalations and all related service centre administration as required. This is a hands-on role, and the role requires the post holder to be very visible in the team always driving service excellence. When service levels are under threat the postholder must be able to take calls or deal with emails and enquiries to maintain our service commitments.

The coordinator will provide regular feedback and coaching to their team including following Newlons monthly one to one process. Any formal performance issues to the Customer Service Manager with supporting evidence to take forward.

Trust Newlon sets out our expectations of service we want to provide based on empathy, responsive and easy to access services that residents can rely on. The Team Coordinator will be an ambassador for delivering our service aspirations.

B SPECIFIC TASKS AND RESPONSIBILITIES

| Key Tasks and Responsibilities | | Performance Standards |
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| 1. | To lead and oversee the Service Centre advisors in the coordinators team ensuring their effectiveness in delivering excellent services to our residents. | <ul style="list-style-type: none"> • Regular coaching of staff as required. • Regular monitoring of the standard of work • Processes reviewed and revised alongside the CSM as necessary to reflect changes in the sector of customer demand, • Strong working relationships built between teams and departments. • Delivers change effectively and promotes a culture of continuous improvement, ownership, and improvement. • Objectives and targets set in line with the business plan. • Effective appraisals and 121s held and recorded. • Performance issues identified and escalated promptly to the CSM with detailed evidence. • Learning and development needs identified and met through a variety of activities |
| 2. | To ensure that effective resolutions to more difficult cases are achieved and that vulnerable residents receive an excellent service in line with their needs | <ul style="list-style-type: none"> • Support provided in identifying the needs of residents accurately and objectively. • Guidance and coaching provided to ensure staff can devise effective solutions to more complex cases. • Staff trained in dealing with vulnerable residents and safeguarding matters are accurately captured and reported. • Liaison with all relevant agencies for managing vulnerability. • Personal responsibility taken for dealing with the most complex cases effectively |
| 3. | To provide a comprehensive service resolving customer enquiries at the first point of contact through the Service Centre | <ul style="list-style-type: none"> • Actions followed up and monitored to a satisfactory conclusion. • Performance indicators consistently met including response times and call quality. • Information kept is accurate and confidential in line with Data Protection and business requirements. |

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| | | <ul style="list-style-type: none"> • E-mails dealt with in line with KPIs and service standards met. • Communication, written and verbal, is of a high standard. • Customer satisfaction and lessons learned are used to improve services. • Handle in person, phone, and email service requests comprehensively and with empathy. • Enquiries handled in accordance with policy for rent arrears, housing enquiries and maintenance/repair enquiries and any other enquiry as deemed appropriate by Newlon. • Comply with all communicated policies, procedures, codes of practice, manuals, and initiatives. • Performance indicators being met. • Accurate use of workflows |
| 4. | To support the effective working of the Housing Services Department | <ul style="list-style-type: none"> • Active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services. • The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities, sign-ups, response to emergencies, response to mail-outs and phone answering |
| No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document. | | |