

JOB DESCRIPTION

Job Title: Customer Services Team Leader

Responsible to: Housing Services Manager

Job Purpose: To provide an excellent front line customer service experience that focusses on delivering positive outputs, and which puts communities and customers at the heart of what we do. To provide day to day management and support to the customer service team and to strive to improve and deliver a holistic front line service to existing and prospective customers and partners of LYHA.

Key Skills & Values

- Communicate openly and honestly
- Positive attitude which demonstrates LYHA values
- Effective communicator and facilitator
- Motivated to deliver high performance and continually develop and improve
- Effective team player who works cooperatively with others and shares ideas
- LYHA and customer ambassador
- Ability to carry out a range of tasks, plan and prioritise effectively
- Understanding and commitment to role and responsibilities and delivery of organisational objectives
- Enthusiasm and commitment to providing an excellent service
- An ability to meet deadlines and deliver to target
- Self-awareness and motivated to deliver
- Ability to work positively with a range of people with different ideas and perspectives
- Leadership and ownership and responsibility for tasks
- Ability to motivate the team to provide a customer focussed and responsive service

Key duties and responsibilities

1. Day to day management and support of the Customer Service team alongside priority of actual front line delivery of key customer service tasks and responsibilities including call answering and general administrative duties including:
 - a. Tenant census
 - b. Ordering supplies and stationary
 - c. Hospitality arrangement, organisation and delivery
 - d. Monitor printer room, stationary cupboard, kitchen areas and cellar
 - e. Monitor cleaning staff at Shire Oak Road
 - f. Data cleansing exercises

2. Plan alongside the HSM and ensure staffing is appropriate to demand, and that the Housing Services Manager is aware of any unforeseen pressures upon service delivery.
3. Positively supporting and communicating with internal teams such as housing, technical and estates on customer service related issues and ensuring adequate support services are provided.
4. Monitoring of the complaints and ASB data bases, including occasional updating and chasing of response deadlines
5. Production of Board and Committee papers, collation and distribution.
6. Support Technical Services in ensuring that all gas servicing is up to date and that the CS team actively support this important objective for LYHA.
7. Responsible for recognition of changing organisational objectives, with a view that these objectives are supported and facilitated by the CS Team e.g. welfare reform
8. Ensure record keeping on IBS, Sharepoint and all relevant software, is detailed and timely. Ensure that customer records and contact details are updated frequently and that LYHA have an accurate and relevant record of its customers through this process.
9. To adopt a positive, flexible and proactive approach to customer service which requires you to work outside of normal office hours (covering a shift pattern of 8am to 8pm Mon to Fri and 8am to 1pm Saturdays or according to business priorities).
10. To work towards maximising tenant satisfaction, and recognising the value of complaints. Ensuring that this feedback is used positively to build and develop the service.
11. Ensuring that customers who present themselves as vulnerable are quickly and appropriately sign posted to the relevant team/ department/ agency for action.
12. Monitor to ensure properties which are available for rent are quickly and accurately advertised possibly via CYH or Leeds Homes. Place registrations of interest for customers upon properties and ensure that information is accurate and up to date, to allow customers to make informed choices.
13. Champion organisational objectives at first contact with customers promote LYHA, and ensure that customers receive a positive impression of the organisation.
14. Manage the Shire Oak Road reception area, and public reception, ensuring it is professional, accessible, tidy and open to customers when advertised. Also to ensure that a flexible and proactive approach to opening times and call answering is adopted to ensure that the service is delivered according to customer needs.

To undertake any reasonable tasks which are not outlined above, as requested to do so by the Housing Services Manager or a member of EMT.