

**JOB PROFILE:** Customer First Co-ordinator

**RESPONSIBLE TO:** Customer First Leader

**PURPOSE:** Supporting the delivery of anefficient and effective customer service experience as part of our Communications Hub.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**CONTACTS:** Daily contact with other Teign Housing staff, appointed contractors, tenants and leaseholders. The postholder will build up good relationships with private, statutory and voluntary agencies and the local authority.

**OVERALL PURPOSE AND RESPONSIBILITIES:**

To provide anefficient and effective service to the Company’s staff, tenants and stakeholders while operating at all times within the Company’s approved policies, budgets, standing orders, financial regulations, delegated authorities and established procedures.

**KEY ACHIEVEMENT AREAS:**

1. You will be part of Teign Housing’s Customer Experience and Insight Team and will be the first point of contact for all enquires to the organisation. These enquires will come through via a variety of channels including telephone, e-mail, live web-chat, social media and post. You will make sure these are dealt with appropriately and professionally in accordance with agreed standards.
2. Effective liaison across the Estates and Communities Team and external appointed contractors as appropriate to support our tenants as required.
3. Taking ownership and responsibility for resolving all queries at the point of enquiry, including, the full range of housing management enquiries. This will include, for example, housing applications, rent advice, logging repairs including diagnosing of the repair issue, assisting with repair queries, assisting in minor ASB cases, parking issues and Mutual exchanges/tenancy assignments.
4. Sharing the responsibility for the running of a busy reception area and delivering digital skills training to customers (from our offices and various hubs out on patch).
5. Organise and run various customer events and campaigns (via various channels) to help catch data about our customer audience. To also promote the range of channels through which they can transact, as well as the different methods to make rent payment e.g. Direct Debits.
6. Support and attend meetings through a range of activities including preparing papers and minute taking for Digital Inclusion, Civica CX, Welfare Reform Action Group, Business Monitoring and other meetings as required.
7. Booking various visits including; KIT , new tenancy visit and 9 month reviews for the Communities and Estates team.
8. Support the housing surgeries that the Community Services Co-ordinators deliver by delivering Digi Bug sessions.
9. Assist with the production of communication material including newsletters, invitation flyers, mail shots, brochures, reports and website updates. Monthly updates of service stars.
10. Help maintain Teign Housing’s website, social media sites and intranet, liaising with staff and customers as appropriate to ensure information is up-to-date, relevant and accessible.
11. Become a Teign Housing Telephony Superuser which enables you to help promote and support colleagues on the benefits of the telephony system, ensuring that it’s being used to its full potential.
12. Become a Teign Housing DigiBug and under the guidance of the Customer First Team Leader, Head of IT & Digital Transformation and PR and Communication lead, work with internal and external partners to deliver our Digital Inclusion programme. This work will involve helping tenants and staff in getting online and becoming more digitally aware.
13. Responsible for the effective void management, lettings, income collection and day to day management of Teign Housing’s garages
14. Effectively promoting the benefits of our TeignCare and Independent Living Services when appropriate, whilst giving general advice and guidance via the contact centre.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
3. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the line management from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………