

**PERSON SPECIFICATION:**

**Customer Insight and Resolution Manager**

|  |  |  |
| --- | --- | --- |
| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent |  |
| **Experience** | Developing effective working relationships with a varied customer group  Performing varied administrative functions in a busy office environment  Experience in setting and achieving challenging work targets, both individual and team based.  Experience of providing both oral and written reports to Board and SMT  Social housing or similar regulatory environment | Creating administrative procedures and systems  Producing clear reporting to demonstrate the performance of a service |
| **Knowledge, Competencies, Skills & Abilities** | Conversant with the Regulatory and legislative frameworks that are associated with social housing  Ability to understand and analyse data.  Persuasive and tenacious in influencing decision making  Excellent administrative, organisational and interpersonal skills  Excellent verbal and written communication skills  Acute attention to detail and strong investigatory skills  An effective problem solver who can work on own initiative  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Able to develop excellent working relationships with staff at all levels, , external contacts and other colleagues.  A confident trainer/presenter  Able to work with tight deadlines, competing priorities and workload fluctuations  Willing to work outside normal working hours if required  Able to deal with complex and confidential issues appropriately  Able to work individually and as part of a team  Diplomacy, tact, patience, flexibility  Proactive, creative and resourceful  Empathy with Teign Housing’s role as a charitable housing provider  Be willing to undertake training and development as required within the role  Commitment to providing the best possible service to internal and external customers and to always maintaining confidentiality  Ability to identify own skill gaps and request training where required  Has a current, full driving licence or the ability to travel to all of the geographical areas in which we have stock. |  |