

**PERSON SPECIFICATION:**

**Customer Insight and Resolution Manager**

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| **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 groupPerforming varied administrative functions in a busy office environmentExperience in setting and achieving challenging work targets, both individual and team based.Experience of providing both oral and written reports to Board and SMTSocial housing or similar regulatory environment | Creating administrative procedures and systemsProducing 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 housingAbility to understand and analyse data.Persuasive and tenacious in influencing decision makingExcellent administrative, organisational and interpersonal skillsExcellent verbal and written communication skills Acute attention to detail and strong investigatory skills An effective problem solver who can work on own initiativeComputer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learnAble to develop excellent working relationships with staff at all levels, , external contacts and other colleagues.A confident trainer/presenterAble to work with tight deadlines, competing priorities and workload fluctuationsWilling to work outside normal working hours if requiredAble to deal with complex and confidential issues appropriatelyAble to work individually and as part of a team Diplomacy, tact, patience, flexibilityProactive, creative and resourcefulEmpathy with Teign Housing’s role as a charitable housing providerBe willing to undertake training and development as required within the roleCommitment to providing the best possible service to internal and external customers and to always maintaining confidentialityAbility to identify own skill gaps and request training where requiredHas a current, full driving licence or the ability to travel to all of the geographical areas in which we have stock.  |  |