



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Lettings Customer Service Officer	Role Profile Number: HG 3110 v2
Grade: M Salary:	Date Prepared: March 2020
Directorate/Group: Housing	Reporting to: Lettings Customer Service Lead
Structure Chart attached:	No

Job Purpose

- Investigating and responding to customer, MP and Councillor enquiries within service level agreements. Working with Contact Centre and Reception staff to ensure advice is given in line with Swindon's Allocations policy. Training other service areas and front line services on policy and choice based lettings service. Identifying common enquiries and ensuring lessons learnt from complaints and enquiries are addressed through training of teams and improving customer information. Creating statistical information for service users, Central Government and reports for management. Being a point of contact for Housing Association partners in respect to use of RSL Module, advertising and nomination enquiries and monitoring the return of information including auditing.

Key Accountabilities

- Investigating and responding to customer enquiries via the telephone and through on-line enquiry system within service level agreements.
- Investigating Stage 1 complaints and gathering information for Managers.
- Monitoring complaints and members enquiries and raising cases that need resolution with Managers.
- Responsible for managing the red flag procedure and ensuring appropriate information is updated on database system and reviewed periodically.
- Gathering information and responding to Freedom of Information and Data Access requests.
- Planning programmes and training new starters and apprentices in the team.
- Preparing statistical information for service users and data for Central Government reporting.
- Running reports for Managers and liaising with IT for amendments and creation of reports.
- Assist with User Acceptance Testing, upgrade testing and IT project work to support the Lead and Managers of the team.

- Carry out verification/assessment of application and making appropriate nomination to Housing Association partners for new build properties and re-lets and shared ownership properties in line with policies.
- Carry out verification of re-sale covenants for Swindon Borough Council low cost home ownership homes.
- Point of contact for Housing Association Partners in respect to nominations, advertising homes and enquiries regarding applications; monitoring nominations and chasing Housing Association partners for decisions.
- Supporting Housing Association Partners with accessing and training on the Registered Social Landlord Module.
- Raising invoices for advertising income.
- Monitoring returns from Housing Associations for maintaining the Housing Register.
- Organisation and invitation of the Registered Social Landlord Partnership meetings.
- Supporting the Lettings Partnership Manager in objectives for the team.
- Assisting with the organisation of training and partner meetings.
- Assisting the Assessment Officers with assessing and processing housing register applications in periods of high demand.
- Create training/procedure guides and review periodically.

Supplementary Accountabilities

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- To carry out all essential e-learning and attend any necessary training as directed by the Council.
- To adhere to lone working procedures for home visits and viewings.
- To promote equality and diversity best practices in all areas of work
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- To meet with customers face to face in reception, at a home visit or viewing.
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place.
- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for Health & Safety.
- Undertake any other duties that can be accommodated within the grading level of this post.
- Support the management of the team.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Considerable experience of providing an excellent customer service, face to face, over the telephone and in writing.
- Can evidence experience of analysing/interpreting data and creating statistical information.
- Can demonstrate knowledge of Housing Policy and Legislation.
- Has strong IT skills with a good working knowledge of Excel, Outlook, Word and database systems.
- Experience of User Acceptance Testing and IT Project work is desirable
- Able to demonstrate being able to respond to customer enquiries at a high level with good written English.
- Experience of training a group or individuals or can demonstrate the ability.
- Able to demonstrate can meet targets and work to tight deadlines under pressure.

Qualifications

- GCSE Grade C or equivalent in English and Maths
- Level 3 Housing qualification is desirable but not essential for this post.

Decision Making

- Priority need in line with Allocations policy
- Ability to make cost effective decisions
- Making decisions on interpretation of policy through enquiries from staff or customers, having a direct impact on whether a client is able to secure social housing

Creativity and Innovation

- Presentation of communication documents for customers and partners
- Training guides

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Nil • <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Registered Social Landlords (Housing Officer level through to Lettings Manager level)
- Tenant scrutiny panel or tenant advisory groups
- Members and Councillor
- Customers accessing the lettings service
- Housing department colleagues

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	