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| **Job Title** | Customer Hub Assistant |
| **Directorate** | Customer Experience |
| **Job ID** |  |
| **Responsible to** | Customer Hub Team Leader |
| **Responsible for** |  |
| **Financial accountability** |  |
| **Other resource accountability** |  |
| **Location** | Llantarnam Business Park, Cwmbran, SE Wales |
| **Job grade** | Grade 5 |
| **Date of job description** | January 2020 |

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| **Job Purpose** |
| To provide the delivery of Bron Afon’s Customer Hub service, with a focus on delivering inbound and outbound customer transactions through all related customer communications channels.  Ensure the delivery of first class personalised front line advice, assistance and support service to all Bron Afon’s customers.  To contribute to the continual improvement of customer experience and services; through reactive and proactive contact; ensure we identify and meet the needs of our customers and reduce demand on Bron Afon services.  To provide comprehensive advice and support to customers and colleagues to ensure they are given the right information at the right time to ensure a quality customer experience, and sign post to other relevant agencies where relevant.  Use intelligence, guidance, skills and knowledge to inform decisions and find creative solutions to resolve customer enquires at first point of contact. |

| **Job Responsibilities** |
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| **Leadership & Management**  Lead by example in proactively engaging and communicating with customers.  Personally engage in appropriate training and development opportunities.  Ensure close, collaborative and effective working with colleagues within Bron Afon and external partners.  Consistently behave in ways that promote Bron Afon’s best interests and positive image.  **Customer Hub Service**  To provide an excellent Customer Hub Service through the delivery of inbound and outbound customer contact, through a range of customer communication channels; ensuring consistent delivery of excellent customer experience.  To work flexibly to changing customer demand to enable a responsive service with meets and wherever possible exceeds customer expectations.  Deliver services that are proactive in recognising and responding to customer behaviour, need and demand.  Deliver a supportive and customer focused service; providing advice and guidance to customers and colleagues in line with policy, procedure and legislative and regulatory requirements.  Contribute to the development of the Customer Hub service to eliminate waste, reduce demand on responsive services, builds customer resilience and provide communication channels that are easily accessible.  Contribute to the delivery of a visible and proactive service where practices, policies and procedures are applied in an inclusive, consistent, fair and transparent way.  Use intelligence to deliver and deploy service delivery to ensure personalised customer experience.  Ensure close, collaborative and effective working with colleagues within Bron Afon and external partners to ensure customer and service needs are met and the service retains a great reputation.  **Financial and performance management and control**  Use local knowledge to inform service delivery and improvement.  Produce accurate and timely progress information for consideration by the New Homes Manager.  Actively engage with, consult and involve customers, communities and other key stakeholders.  Participate in and actively contribute to the development, implementation and review of service standards.  **Corporate Responsibilities**  Contribute to the delivery of the operational plan for the service in line with Bron Afon’s corporate plan.  **Governance, Regulation and Conduct**  Lead by personal example, demonstrating the highest personal standards of integrity and conduct consistent with Bron Afon’s vision and values.  Ensure that all business is conducted in accordance with relevant legal and regulatory requirements, Bron Afon’s standing orders and financial regulations.  Contribute to the delivery of successful regulatory and inspection outcomes.  Ensure effective management and maximisation of use of all ICT provision maintaining compliance with all data protection and data assurance requirements**.**  Promote and personally uphold Bron Afon’s Code of Conduct, Equality and Diversity Policy and other policies and procedures, taking particular responsibility for Health and Safety across the service area.  Maintain a robust and up to date risk register and risk management processes to ensure new and emerging risks are escalated as needed with mitigations and control measures in place.  **Other duties**  Carry out such other duties and responsibilities consistent with the level of responsibility of the post and review this job description with the Voids and lettings Manager on a regular basis.  Always promote the best interests and image of Bron Afon in all activities. |

| **Standard Responsibilities** |
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| Promote, uphold and comply with Bron Afon’s values, policies and procedures, and regulatory frameworks including (but not limited to) :  • Code of Conduct  • Health & Safety  • Data Protection, privacy and use of IT resources  • Regulatory standards and probity  • Risks and internal controls framework  • Human Resources policies and procedures  • Equality and diversity  Support Bron Afon’s community mutual model ensuring positive working relationships.  Carry out such other duties and responsibilities consistent with the level and accountability of the post and review this job description with your line manager on a regular basis. |

| **Work Environment** |
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| Primarily office based with high use of telephony systems.  There are no physical demands outside of normal day to day activity. |

| **Person Specification** |
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| **Qualifications, knowledge and understanding** |
| Evidence of continuing development through training and achievement of relevant qualifications  Knowledge and understanding of relevant legislation and regulatory requirements.  An understanding of the issues facing social housing tenants. |
| **Experience** |
| Experience of working in a customer service focused environment.  Experience of working in a high performing team.  Experience of working with and effectively involving tenants and residents in the development and improvement of services and communities. |
| **Skills and attributes** |
| Ability to relate well to people and evidence of well-developed interpersonal skills.  Excellent organisation skills, able to plan and prioritise workloads  Excellent communicator who can engage and influence others.  Flexible approach with the ability to respond effectively to changing circumstances.  Ability to interpret complex information and communicate effectively.  Ability to think laterally and analyse/solve complex problems and make decisions. |
| **Personal Qualities** |
| A high level of personal integrity, expressed through behaviour and conduct, walks the walk as well as talks the talk.  Outgoing, persuasive and approachable.  Positive, resilient individual.  Proven commitment to equality of opportunity and diversity of service delivery and employment  Ability to confidently managing own workload and enjoys working to tight deadlines, within a changing environment and thrive under pressure  Can demonstrate the ability to work as a team towards common goals, creating a sense of team spirit. |
| **Additional Requirements** |
| Car driver /owner or ability to effectively fulfil travel requirements associated with the role |

| **Our Ways of Working** | | |
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| The Our Ways of Working framework sets out the key behaviours that are expected of Bron Afon employees and which leads to successful performance. Each of the 9 key areas has 4 levels of competence, with Level 4 being the highest. The level for this job is set out below. | | |
| **Delivering Results** | **Engaging People** | **Personal Effectiveness** |
| Leadership 1 | Communication 2 | Learning & growth 1 |
| Change & innovation 1 | Working with others 1 | Resilience & well-being 1 |
| Improving services 1 | Customer Focus 1 | Analysis & decision making 1 |