



<b>Role title:</b>	<b>Property Customer Support Manager</b>
<b>Responsible to:</b>	<b>Head of Repairs</b>
<b>Direct reports:</b>	<b>Senior Property Customer Support Coordinator &amp; Property Performance Coordinator</b>
<b>Salary:</b>	<b>£40,090 plus a 1% cost of living increase until March 2024</b>

## Purpose

*Knowing what you are here to achieve and how that fits with CCHA's ambitions for the future is critical. The role purpose guides you on what your role is committed to in everything you do.*

Provide management and direction for our Property Customer Support Team, delivering a first-class service to our tenants. With satisfaction at the heart of our services, you will work with other teams and our tenants to ensure we deliver the highest levels of customer service that meet our tenants' needs.

Develop reports and manage performance for repairs while supporting all other areas of the Property Team in their service requirements.

Produce performance information for repairs with detailed commentary and analysis, with the ability to provide a clear narrative to support how we achieve results.

Use your sound knowledge of property repairs to support your team in diagnosing repairs and adopt a 'right-first-time approach'.

Ensure our scheduling management systems are utilised to their fullest capacity, allowing us to deliver our service with maximum efficiency and productivity.

Be an excellent problem solver who drives ownership and accountability for queries through to a successful resolution.

Develop and ensure all internal PIs are met, with an understanding and ability to flex resources to meet varying demands across the service.

## How your role fits within our team

*At CCHA, we are #oneteam because we know that when we work together, we create better outcomes for our customers. We want to highlight how your role fits within our business to get you off to the right start in being part of our #oneteam.*

You will be part of the Property Services directorate and report to the Head of Repairs along with 2 Trade Managers.

You will lead the Property Customer Support team and play a key role in delivering our repair service for our tenants.

You will support all other areas of the organisation with Property-related queries, information, reports and customer services.



## Key Responsibilities

*Our values set the standard in how we will work together for the benefit of our customers. Each of your key responsibilities is aligned to our values so we make clear what you'll need to do and how you'll go about it to achieve success.*

### Brave

Acting bravely in the interest of colleagues and the communities in which we work

- Provide an efficient, comprehensive service and take ownership when working with tenants/customers
- Lead on customer service processes for the Property team and drive continual development of our service based on tenants' needs
- Manage all coordination functions within the Property team
- Manage our Out of Hours provider
- Challenge internal and external targets. Challenge where measures and controls are relevant for our customers
- Act as a key contact for KPI data and present Property Performance measures across the business
- Be an active leader for the Property team

### Caring

Showing care for the community, customers and our people

- Plan, process and schedule repair requests from tenants, while ensuring we get internal and external repairs completed right the first time
- Provide performance information which acts in the best interest of our customers
- Create systems which are suitable for customer and staff needs
- Be an advocate for our tenants with internal and external stakeholders
- Manage the Trade team fleet and ensure vehicles and systems are up-to-date and safe

### Genuine

Being genuine and true to our values; working hard to address inequalities

- Lead Customer Support Coordinators to accurately diagnose repairs, and manage expectations
- Manage and maintain accurate data within the Property directorate and utilise systems to their fullest capabilities
- Use data to ensure that we act fairly and reasonably when delivering our services
- Demonstrate a positive commitment to the values and behaviours of the organisation

### Honest

Being truthful and honest in communications, showing loyalty, fairness and sincerity

- Provide open and honest feedback on the data that you produce, to Managers and Heads of Service



- Escalate any concerns regarding performance information to Managers and Heads of Service, assuring with improvement plans
- Evaluate and review customer feedback and produce reports making recommendations for continued improvement
- Produce reports which show the performance of the department, with commentary to explain the story of the information

## Respectful

Understanding and engaging effectively with the communities we work with and each other

- Lead a proactive commitment to equal opportunities and diversity and its delivery
- Be aware and comply with CCHA's Dignity at Work policy regarding both employees and tenants and assist in eliminating all areas of inequality and discrimination
- Proactively develop and maintain positive working relationships with colleagues in the Property directorate and across CCHA
- Undertake all duties with due regard to the following policies: Equality and Diversity; Health and Safety; Confidentiality; GDPR
- Provide cover and support to other members of the team as necessary

## Trustworthy

Acting with openness and transparency

- Understand and proactively make improvements on a wide range of IT systems and software, including Connect/Total Mobile, Open Housing, Lifespan, Power BI and Microsoft packages
- Ensure personal objectives and personal development plans are achieved
- Any other duties consistent with the position's level of responsibility and by direction of your line manager

## Skills

*We'd like you to bring the following skills to this role; We always aim to create a culture of belonging so if you have skills which aren't listed below but would be of benefit, we will consider/value these too, because bringing your unique self to CCHA is what we are about.*

- Excellent people skills, including collaboration, advising and supporting others
- Understanding and knowledge of the social housing sector
- Understanding and knowledge of property repairs
- Customer service management
- Collate and interpret data that tells a story and enables leaders to make business decisions
- Data analysis, identifying trends and areas for improvement
- Develop a strong understanding of the Property team, with the ability to add value with the use of data and systems improvements
- Manage and develop relationships with stakeholders at all levels
- Open-minded and proactive to change and self-development
- Focus and provide attention to detail and accuracy
- Understanding of how systems work and are connected to generate accurate data



- Prioritise workloads and work to deadlines

## Key Relationships

*We are a community organisation who understand the power of collaboration with our colleagues, our customers and our wider networks. The lists below outline the key internal and external relationships you will manage:*

### Internal

- Heads of Service
- Trade Managers
- Customer Support Coordinators
- Trade Supervisors
- M Team Operatives
- Neighbourhood Management Team
- Financial Inclusion and Tenancy Support Team
- Surveying Team
- Compliance Team
- Assets Team

### External

- Tenants
- Contractors
- Out of Hours provider