

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Repairs and Investment, Landlord Services
Job Title:	Business Support Team Leader
Grade:	SO1
Post Number:	Q084
Base/Location:	Southfields Office
Responsible To:	Principal Officer – Repairs
Responsible For:	Business Support Officers x3 Work Planners x2
Key Relationships/ Liaison with:	Customers of the council Contractors and consultants MPs and Councillors Suppliers Council Officers Directors Chief Executive Senior Managers Board members

Job Purpose

- Ensure the Repairs and Investment service fully complies with the Council's Corporate Customer Care Standards and achieves high levels of customer satisfaction. To additionally support the attainment and thereafter retention of the Customer Services Excellence standard.
- Work with the Principal Officer – Repairs and other managers across the service to develop mechanisms to ensure customer feedback is utilised to continuously improve service delivery.
- Administer the Corporate Complaints Management procedure, including investigating complaints, making decisions and recommendations for resolution and compensation and communicating all decisions to stakeholders, both written and verbally.
- Assist the Principal Officer - Repairs and other managers across the service to set targets, collate and monitor performance information relating to customer service, including complaints, customer correspondence, customer contact (Lagan) and customer satisfaction. Also, to present timely KPI data, benchmark, network and engage with stakeholders to ensure the service achieves performance excellence.
- Manage and co-ordinate operational support and administrative activities for the repairs and investment service and provide a range of support services.
- Manage the Business Support Officers and Work Planners to deliver an effective business support and work planning function.

- Support the Principal Officer - Repairs to deliver a repairs and voids service of quality and timeliness in pursuit of customer service excellence.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	Manage and co-ordinate the team to provide a range of support services to ensure the smooth running of operational activities.
2.	To support the provision of a top quartile Repairs and Investment service by coordinating workload planning, supplier relationships, and sub contractor relationships. Ensuring the Charnwood Borough Council fulfils its legal, regulatory and statutory obligations.
3.	Ensure that proper and effective systems and processes are in place for efficient storage, retrieval and archiving of records and meeting papers.
4.	To ensure that systems are in place to monitor performance against regulatory requirements and KPI's.
5.	Ensure the effective maintenance of all data bases and hardware used by Property and Investment Services such as QL, Cloud Dialogs, Lagan (CRM), Agresso, telephones and mobiles.
6.	To develop and maintain repairs and investment customer information, including that relating to the Council's online offering.
7.	To develop new systems and processes which further improve the smooth running of the repairs and investment section.
8.	To ensure proper and effective systems are in place for recording, monitoring and reporting performance for customer correspondence and telephone/Lagan enquiries.
9.	To ensure that appropriate systems are in place to log customer satisfaction feedback and follow up instances of low satisfaction.
10.	To ensure that customer satisfaction feedback is used by service area teams within the directorate to improve services to customers by providing trend analysis and recommendations for improvement, and that this improvement is recorded centrally.
11.	To ensure that appropriate systems are in place so that all complaints are logged, processed and resolved in a timely, fair and transparent manner, working independently but supportively of the professionals providing the service and that timely and accurate performance data can be reported.
12.	To co-ordinate complaint investigations commensurate with the grade (stage 1), ensure that appropriate investigation is adhered within the appropriate timescales following the corporate complaint handling policy.
13.	To support managers, as necessary, to undertake investigations and prepare complaint responses.
14.	To monitor the implementation of any decisions or recommendations arising from complaint investigations. Contribute to the development of action plans that demonstrate learning from complaints and result in service improvements that are implemented across the organisation. This includes providing evidence.
15.	To promote best practice in customer care by ensuring that feedback is provided to service teams and managers, operational meetings and forums, identifying trends and learning opportunities from complaints to inform and improve future practice and service improvements.
16.	To support the development and implementation of the council's Corporate Complaint Policy and Procedure.
17.	To assist managers in the monthly collection of performance information.
18.	To work with managers to use performance information to improve the service.

19.	To seek, develop and share good practice, participating in local, regional and national networks.
20.	To carry out desk top research as required.
21.	To undertake projects and assignments commensurate with the responsibilities attached to the post.
22.	To support a value for money culture that delivers continuous improvement throughout the organisation.
23.	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
24.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
25.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Director of Housing and Wellbeing

Date: 09 August 2023

Directorate:	Housing and Wellbeing
Service Area:	Repairs and Investment, Landlord Services
Job Title:	Business Support Team Leader
Grade:	SO1
Post Number:	Q084

	Essential	Desirable
<u>Qualifications</u> GCSE in English and Maths at Grade C or above. Evidence of continual professional development. Degree, professional or management qualification or substantial work experience at a level demonstrating graduate ability. Customer care or service qualification. Or Demonstrable experience identified within the section below.	✓ ✓ ✓	 ✓ ✓
<u>Experience</u> Experience of working within a complaint and/or customer care function. IT literate and experienced in the use and variety of IT systems and spreadsheets. Experience of analysing data and preparing reports, identifying trends and improvements. Experience of contributing to the development of strategies and policies and effective improvement plans. Experience of managing a team. Understanding of the services provided by the organisation or experience of working within the housing sector. Experience of training staff in corporate and departmental procedures and implementing policies to required standards.	✓ ✓ ✓ ✓ ✓ 	 ✓ ✓
<u>Skills / Knowledge</u> The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	

	Essential	Desirable
Project Management skills sufficient to improve repairs and maintenance services.	✓	
IT skills sufficient to analyse and interpret data and present recommendations logically and coherently.	✓	
Knowledge of repairs and maintenance services, sufficient to identify key drivers of performance.	✓	
<u>Interpersonal Skills</u>		
Excellent interpersonal skills and a proven ability to communicate effectively at all levels.	✓	
<u>Other requirements</u>		
Excellent standard of literacy and effective written communication skills for writing letters, reports, meeting notes and decisions.	✓	
Ability to make decisions, take the initiative and work under own direction in order to achieve targets and meet deadlines.	✓	
Ability to deal with a demanding workload and to prioritise accordingly.	✓	
Personal integrity and ability to respect confidentiality at all times.	✓	
Ability to work as part of an effective team and as an individual.	✓	
Must be flexible and prepared to work outside normal office hours on occasion according to the needs of the services.	✓	
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Experience of undertaking equality impact assessments.		✓
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

Prepared by: Director of Housing and Wellbeing

Date: 9 August 2023