



Job Description

Job title	Customer Contact Officer	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	Up to SK9 (£31,911 per annum)
Location	Turnpike Close, Grantham	Contract	Fixed Term for 12 months

Main Job Purpose

The Customer Contact Officer will work as part of the Technical Services Team to provide first point of contact resolution to a wide range of customer demands. You will work with customers to devise their own solutions where possible or escalate for further investigation if required. The role will promote customer independence, coaching them to develop greater self-reliance to resolve their concerns quickly and successfully.

This role is not politically restricted.

Main Statement of Responsibilities

- Receiving telephone calls, emails and general enquiries from tenants and internal and external bodies
- Diagnose and determine any repairs required correctly prioritising from the Schedule of Rates for each repair
- Recording Out of Hours emergency callouts
- Manage the repairs operatives' diaries to ensure maximum efficiency
- Raise and schedule repairs works
- Reschedule work so emergency repairs can be undertaken.
- Identify any rechargeable works ensuring the Housing Management system is updated with all relevant information
- Ordering of materials
- Instructing and liaising with external contractors
- Liaise with other team members in relation to queries/ ongoing repairs
- To ensure that works are appointed correctly and that the property databases are maintained
- To assist as required in other areas of Repairs including producing, reviewing, and actioning reports and email and other admin tasks
- To be clear about performance targets and actively contribute to their achievement
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults



Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Manages time effectively
- Basic knowledge of housing types and construction
- I.T. literate (Microsoft Office)
- Effective customer care skills
- Maintenance of large computer-based information records
- Experience in a Customer Service Environment

Desirable

- Basic knowledge of housing stock management database format and use
- Experience of working within a Local Authority

Relevant Qualifications

Essential

- Good basic standard of education

Communication and Interpersonal Skills

Essential

- Communicates clearly using straightforward language in different formats
- Accurate use and recording of data
- Ability to use initiative to resolve problems and customer enquiries
- Ability to adopt an ordered, systematic and thorough approach to work tasks and record-keeping
- Flexibility in terms of hours and duties
- Ability to work as part of a team

Desirable

- Willingness to undertake further training