



<b>Role Title</b>	Head of Housing Customer Services (2-year fixed term)
<b>Directorate</b>	Customer Services
<b>Reports to</b>	Director of Asset, Customer Services and Populo Homes
<b>Role purpose</b>	
<p>Overall responsibility for the provision of a best-in-class customer experience for our Social Housing Residents. Your role will be to oversee the day-to-day operations in multiple assets across Newham. You will be working closely with the Executive Director and rest of the Senior Management team to develop and implement strategic plans that will help to achieve business objectives. You will also be responsible for ensuring that all properties under management are operating at their optimum level and providing exceptional service to residents.</p>	
<b>Key responsibilities “What You Have to Do”</b>	
<p>Take accountability and support the Executive Director in the development and adaptation of plans to successfully deliver against operational KPIs, occupancy, health and safety, customer satisfaction and asset management.</p> <p>Work closely with the Construction and Development Team, delivering operational input to the design and development process, to create an offering for residents in line with the brand.</p> <p>Drive strategies to ensure we remain fully compliant with all regulatory requirements and legislation to include full adherence to the HOS complaints code.</p> <p>Monitor, advise on, and ensure adherence to, local rental housing and other relevant regulations.</p> <p>Lead a team of Housing Officers to take instinctive accountability for driving excellent customer services ensuring we meet the RSH consumer standards.</p> <p>Deliver the annual property budgets, ensure robust month end close and P&amp;L review processes are completed, addressing gaps in financial performance.</p> <p>Take accountability and support the Executive Director in the development and adaptation of plans to successfully deliver against operational KPIs, occupancy, health and safety, customer satisfaction and asset management.</p>	
<b>Customer Service</b>	
Ensure best in class customer experience, driving competitive advantage: complemented by robust	





process to support the embedding of behaviours and continuous improvement, lead the team to create positive memorable experiences by exceeding expectations for all residents.

Working in tandem with the Head of PRS and Customer Service – You will focus on providing our customers with the very best in class customer service and ensuring we project and deliver a highly positive brand.

Deliver the companies operational social values across the schemes by engaging the local Teams and the residents.

Act as portfolio lead on complaints management, resident engagement, and estate inspections.

Oversee community engagements by working closely with the Head of PRS and Customer Service and the Housing Team to ensure residents events, communication and initiatives contribute to a neighbouring atmosphere and fulfil the companies' social values.

#### **Develop and Manage Team**

Lead, guide and support our Housing Officers and Income Officer motivating your team teams to deliver optimum efficiency and quality service.

Ensure your team remain compliant with business-related legislations, including Housing Act, Health and Safety, Data Protection, and privacy.

Generate a positive aspirational culture aligned to the company pillars and values, where team members understand their role in delivering our goals.

Provide a clear framework for execution and engagement, within which team members can freely think and execute.

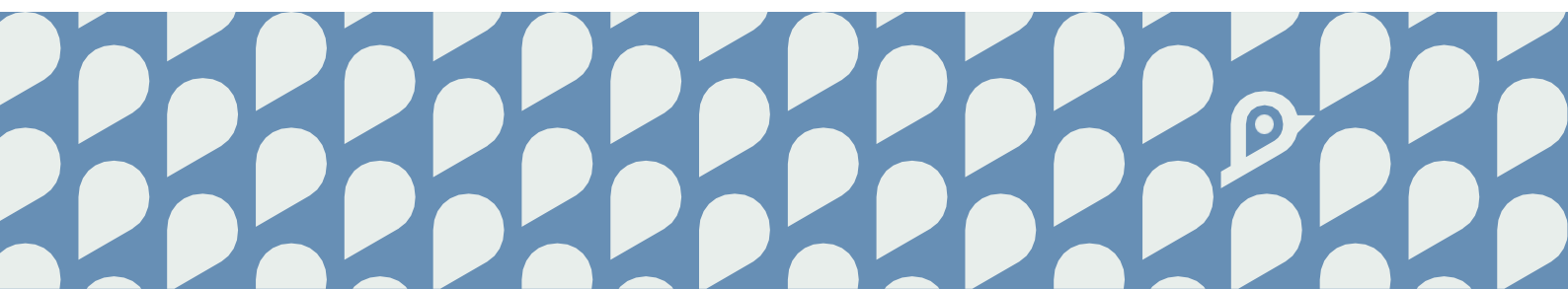
Manage the recruitment, coaching and development of the key team members identifying and nurturing talented individuals.

#### **Protect and Nurture the Asset**

Support the Maintenance and Facilities Managers to deliver the highest levels of compliance related to health and safety and Fire Life Safety, working with business partners, and holding teams accountable.

Assist the Maintenance and Facilities Managers and contribute to successful new building mobilisations, capex projects, operational change projects by ensuring all involved have clear directions.

Implementing policies, process systems and performance measuring tools required to run the operation effectively.





Overseeing and dealing with customer complaints in line with the requirements of the Housing Ombudsman- identifying root causes and introducing strategies to minimise future complaints.

Ensure effective rent collection, overseeing the work and managing Income Officers to minimise rent arrears and recoup Former Tenant Arrears.

Authorising and managing the correct property charges and adjustments on the system.

Undertake weekly audits if the system to ensure all property are in charge and correct rents applied.

Minimising void losses by ensuring the Housing officers managers are effectively managing all processes are carried out in line with our procedures.

Lead on the strategy for stakeholder engagement, raising the company profile and ensuring the Local Authority has clear lines of quality communication and response.

This is not meant to be an exhaustive list of duties. The need for flexibility, shared accountability and team working is required, and the role-holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

## Role competencies

### Part one

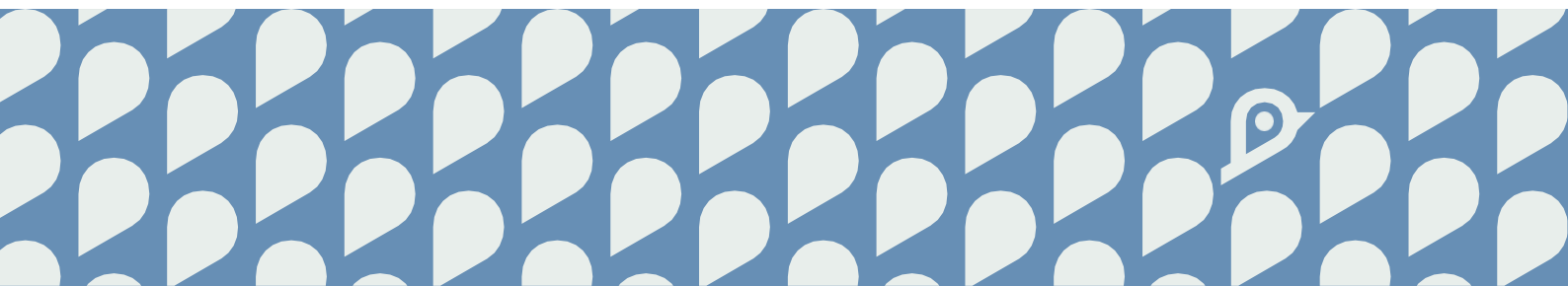
#### Knowledge and experience

- 5 years plus Housing Management and Customer Service experience at a management level.
- Hold a relevant qualification i.e. CIH level 3/ 4 or equivalent.
- Have clear understanding of the current Social Housing operating environment including building and fire safety and tenants' voice.
- Have excellent organisational capability honed-in a busy and dynamic housing Management/ customer services environment.
- Robust grasp of Customer Service metrics and track record of delivering high quality service
- Highly competent and skilled in staff management, driving performance and the highest standards whilst being supportive and developing team members.

### Part two

#### Skills and abilities

- Strong understanding of what drives the best customer service.
- The ability to produce quality reports and data for the Executive and Boards.
- Strong project management skills.
- Analytical and problem-solving skills.
- Robust understanding of public procurement, supported by good negotiation skills.





- Excellent interpersonal, relationship-building and networking skills.
- The ability to multitask and prioritise workloads.
- Good presenter with ability to manage meetings and be fully inclusive.
- A confident decision maker.
- Excellent time management skills.
- A team player with the ability to lead and motivate others.
- Clear and concise writing skills and the ability to handle long and complex documents.
- IT Fluent with the ability to operate a range of Housing management and maintenance software packages, together with good grasp of Microsoft suite of software.
- A practical, flexible, and innovative approach to work.

### **Part three**

#### **Personal style and behaviour**

- A driven person who gets things done.
- Trustworthy and credible; and an excellent role model for Populo.
- Highly motivated with strong work standards & ethics.
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships.
- Ability to make sound judgement in challenging situations.
- A team player who can understand and contribute to wider project objectives.
- Someone who cares about their staff and their residents.

#### **To apply**

Please e-mail a CV and Covering Letter to [HR@populoliving.co.uk](mailto:HR@populoliving.co.uk). Application deadline: 19<sup>th</sup> November 2023.

