

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DIRECTORATE:** Housing

**DIVISION:** Housing Estates and Improvement

**JOB TITLE:** **Customer Insight Officer (repairs)**

## ROLE PROFILE

<b>Job Title:</b>	Customer Insight Officer (repairs)
<b>Directorate:</b>	Housing
<b>Division:</b>	Housing Estates and Improvement
<b>Grade:</b>	select from drop down
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Customer Insight Team Leader
<b>Responsible for:</b>	N/A
<b>Role Purpose and Role Dimensions:</b>	To gain insight into the services that we deliver through the effective management of complaints by providing a customer focused, positive complaints handling service to Croydon Council Housing residents who have cause to complaints about repairs in their home
<b>Commitment to Diversity:</b>	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
<b>Key External Contacts:</b>	<ul style="list-style-type: none"><li>▪ Members of the public</li><li>▪ Local government ombudsman (LGO)</li><li>▪ Housing ombudsman</li><li>▪ Other local authorities</li><li>▪ Local government improvement and development</li><li>▪ London Councils</li><li>▪ Suppliers of goods and services</li></ul>
<b>Key Internal Contacts:</b>	<ul style="list-style-type: none"><li>▪ Customer services management team</li><li>▪ Senior and operational housing management team</li><li>▪ Staff across other service areas</li><li>▪ Legal services</li><li>▪ Elected members</li></ul>
<b>Financial Dimensions:</b>	N/A

**Key Areas for Decision Making:  
Other Considerations:**

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities and Result Areas:**

**Complaints Management**

**Key Elements:**

- To ensure that all repairs' complaints are investigated thoroughly and responded to by the appropriate team/s in line with policy and the Housing Ombudsman Complaints Handling Code
- To ensure that the customer is heard and all eligible elements of the complaints are investigated
- To effectively challenge where you have concerns with the quality and/or scope of the investigation
- To consider any resident vulnerability and any additional impact that any failing may have had
- To co-ordinate the response to complex complaints, leading on complex case conferences and ensuring a cohesive multi-team response where appropriate
- To support with the continuous improvement of complaints recording, management and reporting processes, ensuring

all complaints and relevant learning and improvements are accurately recorded on the council's complaints management system.

- Review day to day management of complaints using the council's case management system, ensuring compliance with the council's standards and timescales.
- To ensure consistency of response to customers through sample testing, provision of templates, and coaching
- To follow up on target deadlines ensuring department complaints officer are managing complaints effectively, responding to points and questions raised and using appropriate respectful tones.
- To support on continuous improvement of the complaints function across the directorate attending all necessary coaching and training
- Develop positive working relationships with services, partner organisations and external agencies
- To support and contribute to the Customer learning meetings and complex case forums to continuously improve complaints management and resident experience.
- Ensure excellent record keeping, for audit purposes, in line with best practice, organisational and data requirements
- Write clear, customer focused responses setting out any complex arguments in well written, plain English
- Provide high quality and timely response to Mayoral/MP/Cllr enquiries about repairs
- To identify and escalate significant potential risks associated with complaints to relevant senior managers.

### **Ensuring Follow Up Actions are Complete**

### **Learning from Complaints**

- To ensure that any learning from complaints is feedback to the business area to inform service improvement
- To support and contribute to divisional learning hubs, engaging with the learning and making suggestions on the service improvements needed
- Oversee and monitor the learning actions to implementation
- To contribute to learnings reviews with key stakeholders following all upheld Ombudsman decisions.
- Contribute to ongoing development of a positive

complaints handling culture across the directorate

- Ensure, where staff misconduct is indicated that the relevant head of service and HR business partner are informed
- Ensure where adult/child protection issues are raised that the director and relevant head of service are informed
- Ensure all stages of complaint processes are carried out in a timely, rigorous and effective manner
- Ensure excellent record keeping, for audit purposes, in line with best practice, organisational and data requirements

**Challenging where needed to get the right result.**

This will involve:

- Advocating for the customer internally to ensure that the right result is achieved
- Escalating issues when the response given does not fully address the concerns
- Ensuring that all failings are identified and learned from

**Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

**Data Protection**

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as

statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

### **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

### **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

### **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages

for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

# Person Specification

**Job Title:** Customer Insight Officer (Repairs)

**Essential knowledge:**

- Understanding and expertise in repairs complaints processes and management.
- Have an intermediate level of technical knowledge and ability to use standard Microsoft Office products and complaints management systems.
- An understanding of the legislative framework and government guidelines for handling complaints.
- Working knowledge of best practice in handling complaints and customer feedback.
- A thorough understanding of diversity issues and how they relate to the housing service, and a commitment to ensure that equality is an integral part of service delivery
- Up-to-date knowledge of service improvement in other local authorities and changes in legislation that affect key services
- Intellectual capacity to demonstrate or acquire an understanding of the broader operating context of the Council
- Evidence of ongoing and relevant professional development

**Essential skills and abilities:**

- Strong analytical skills to spot trends, perform root cause analysis, and drive improvements, including customer feedback utilisation.
- Strong written skills, providing clear and unambiguous reports on complex issues and not using jargon
- Excellent judgement when handling complex and/or sensitive cases
- Ability to manage and deliver a range of complex tasks and activities
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads
- Able to effectively use analytical skills to assess and resolve complaints, service issues and problems, and to effectively communicate these to colleagues, repairs partners and residents.
- Able to develop close and productive working relationships with a wide range of other agencies involved in delivering services residents
- Able to provide a responsive service to customers consistently but sensitively, according to their individual needs, but in the light of policy and resource constraints.
- Excellent Customer service skills – deft at listening and asking questions to understand the customer issue
- Ability to influence at all levels of the organisation – and unafraid to constructively challenge
- A determination to deliver a high quality of service
- A consistently positive attitude to change

- Excellent organisational skills
- Ability to work effectively as part of a team, and to coordinate team resources.

**Essential experience:**

- Complaint handling experience (or the ability to clearly demonstrate transferable skills)
- Experience of working closely with different levels of staff
- Experience of working in a social housing organization.
- Experience of dealing with members of the public in sometimes stressful situations where their expectations cannot always be met.

**Special conditions:**

**Competencies (Officer):** To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

**We Put Customers First**

Respects and engages with customers, listening actively and calmly, no matter what their situation, keeping their own emotions in check. Manages and resolves customers' issues in a timely-way and pragmatic way, taking account of appropriate legislation and follows-up to a conclusion. Is open and honest with customers about how their problems will be dealt with.

**We Deliver Effective Service**

Prioritises and organises self to make the best use of time and resources. Has a 'can do' attitude, delivering what they say they will to a high standard. Solves problems in a resourceful way, overcoming obstacles. Solves problems effectively, involving others when necessary. Makes sound decisions, following correct processes and using data.

**We Adapt and Change**

Demonstrates personal adaptability, is open to and remains constructive in time of change. Looks for better ways to do things, suggests improvements. Learns lessons from feedback and mistakes. Keen to develop themselves. Resilient and manages pressure effectively.

**We Collaborate Constructively**

Understands impact of own actions on others and manages these effectively. Builds good relationships within own team and with other departments who can help solve customers' problems. Knows what other teams do, who to go to for information, and shares resources and information to get the best outcome. Considerate to colleagues, treats people fairly and inclusively, irrespective of their background or experience.

### **We Communicate with Impact**

Communicates clearly, openly, and honestly, using language people will understand. Asks questions to understand others' needs and issues and listens attentively and with empathy. Gives difficult messages sensitively, ensuring they have been understood. Diffuses conflict constructively. Considers the impact of their message and adapts their approach accordingly. Influences others with empathy and logic.