



JOB DESCRIPTION

Job Title:	Customer Engagement Coordinator
Pay Range:	£30,000 – £32,000 (depending on experience)
Hours:	35.00 hours per week
Work Pattern:	Monday - Friday
Location:	Clapton Park Management Organisation (CPMO), London E5 0HL
Responsible To:	Customer Engagement Lead
Responsible For:	N/A

PURPOSE OF JOB

The Customer Engagement Coordinator will often be the first point of contact for members of the public, tenants, leaseholders and contractors with a repair or housing enquiry and will be responsible for the delivery of an informed and courteous customer advice & information service.

There will be a high level of interaction with customers in person at the reception area, by email and over the telephone. The post holder will be expected to deliver a high-quality service to all our customers and partners in the capacity of representing the organisation and often championing residents' views.

Duties

- Effectively use the IT system to report any repairs that are raised by customers and other stakeholders and keep them informed of progress, reporting repairs to the Council as appropriate

- Report, follow-up and record repairs under the direction of the Customer Engagement Lead and other managers
- Provide a professional, customer-focussed service with residents, contractors and partner agencies
- Monitor the repair process to ensure a good level of customer satisfaction
- Assist in carrying out resident satisfaction surveys
- Support the Housing Services Team in the delivery of a wider customer focussed service including raising communal repairs, scanning and photocopying documents alongside other ad hoc administrative duties
- Support staff in ensuring the overall appearance of CPMO is maintained. This includes the condition of communal areas, gardens, play areas, garages and CPMO offices
- Support staff in their investigation of issues related to non-occupancy, abandonment, etc
- Assist with viewings and the signing-up new tenants to their tenancy agreements
- Assist with processing requests for changes to tenancies appropriately and within the correct timescale
- Ensure that an appropriate response is given to resident's enquiries by phone or in person on all tenancy, leasehold, rent and repair matters. Respond to all correspondence within required timescales
- Under the direction of the Customer Engagement Lead be responsible for the letting/administration of garages, raising/scheduling repair orders and reporting repairs to the Council
- Represent CPMO at meetings with customers and ensure effective liaison with partners/external agencies where required
- Assist and help in the preparation and delivery of bulk mail outs
- Assist in the production of monthly performance indicators and other reports as required e.g. visitors to office, phone calls, complaints, type of enquiry

PERSON SPECIFICATION

POST: Customer Engagement Coordinator		Clapton Park Management Organisation
GRADE: N/A		LOCATION: Clapton Park, Hackney
*CRITERIA	JOB REQUIREMENTS	*M.O.A
	Skills and Abilities	
E	Excellent verbal, written and interpersonal communication skills.	A/I
E	Ability to respond flexibly to non-routine situations	I
E	Ability to establish and maintain effective relationships with internal and external customers	A/I
E	Ability to understand rent accounts	A/I/T
E	Good computer skills	A/I/T
D	Knowledge of computerised housing systems.	A/I/T
E	Good organisational skills	I
E	Ability to prioritise and work on own initiative	I/T
	Qualifications and Knowledge	
D	Good general standard of education: 5 GCSEs or equivalent.	A/C
E	Knowledge and proficient use of computerised systems such as Microsoft Word / Excel / Access and Google software applications	A/I/T
D	Knowledge of essential record keeping systems - manual and computerised	A/I/T
D	Some knowledge of the housing sector and willingness to learn	A/I

	Experience	
E	Experience of working with the public	A/I
E	Putting customers at the centre of actions taken and engaging them at every step.	
	Circumstances	
E	Able and willing to get involved in and learn about all CPMO activities	A/I

*CRITERIA	*M.O. A (METHOD OF ASSESSMENT)
E= Essential D= Desirable	A= Application Form I= Interview T= Test C= Certificate P= Presentation AC= Assessment Centre