



JOB DESCRIPTION

Job Title: Customer Service Manager  
Responsible to: Senior Management Team / Management Committee  
Reporting to: Director/Depute Director  
Hours: 35 hours per week

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**Summary of the Post**

This is a new post and we are looking to recruit someone to play a key part in the development and establishment of the Customer Service Department (CSD) and Business Support Unit (BSU). The Association wishes to recruit a specialist manager to build a bespoke Customer Service Department and increase the importance and profile of the customer services role and remit within the business.

The Customer Service Manager is a key management role within Southside Housing Association and will work with fellow departmental managers in protecting the interests of the Association and providing operational and strategic leadership on the development, growth and success of the Association.

The CSD Manager will manage the CSD to ensure that all customer contact is managed in accordance with the Association’s Customer Standards. The CSD will also be responsible for the Business Support Unit which will be established to ensure efficiency and consistency in communications with customers.

**OBJECTIVES OF THE ROLE**

The Customer Service (CSD) Manager will be responsible for ensuring that customers contacting SHA receive an excellent service and that customer experience informs and shapes all of our services.

## PRINCIPAL DUTIES

The CSD Manager is responsible for managing and co-ordinating the Customer Service Department. It is a leadership role within the Association and the management and direction of staff and resources will be a major part of its function. The post holder will be expected to fully exploit the capacity of the new IT system to aid the delivery of services.

### Management of the CSD/BSU

This is a new post and will design, develop, establish and drive a CSD at Southside Housing Association. This will include:

- Refining the CSD/BSU structure, remit and objectives
- Developing key CSD/BSU processes
- Assembling the teams
- Staff training and development
- Ongoing operational management of CSD and BSU
- Performance reporting
- Customer insight and feedback

### Refining the CSD/BSU structure, remit and objectives

- To refine the draft CSD/BSU organisational structure and roles and responsibilities within it
- To define key CSD/BSU remit and objectives
- To agree the CSD/BSU structure, role and objectives with senior stakeholders

### Designing key CSD/BSU processes

- To develop and document the key end-to-end CSD/BSU processes
- To ensure that the Orchard Customer Dashboard is being fully utilised for providing excellent customer service

### Assembling the team

- To create CSD/BSU role descriptions and person specifications
- To recruit for available CSD/BSU roles

### Staff training and development

- To develop and deliver an extensive CSD/BSU induction training programme, equipping staff to be capable in all processes from day one
- To plan and deliver ongoing refresher training based on group and individual training and development needs for CSD/BSU team members.

## Ongoing operational management

- To oversee the daily operations of the CSD, resolving issues and questions and monitoring performance and workload
- To oversee the daily operations of the BSU resolving issues and questions and monitoring performance and workload
- To work with team leaders and other managers to ensure that CSD cases that are being escalated are being managed effectively by other departments

## Performance reporting

- Define the key performance indicators (KPIs) for the CSD/BSU (including response times, resolved first time etc.)
- Provide regular reports on CSD/BSU performance vs. KPIs

## Customer Insight and Feedback

- Establish systems for harvesting customer feedback and insight
- Monitor and respond to customer feedback
- Commission customer research
- Manage the handling of customer complaints

## Policy work

- Develop, implement and review the Association's Customer Service Strategy
- Develop policy and practice to provide real redress to customers who have received poor service in a manner that is consistent with our Complaints Policy

## Business Support Unit

The CSD Manager will also manage the Business Support Unit which will provide reception and administrative support to the whole organisation and support communications with customers. This will include:

- Reception services at any of our offices
- Efficient and effective mailshots to customers
- Website and other social media communication
- Newsletters, leaflets and other formal communications
- Management of administrative, office and related contracts, such as vehicles, office accommodation etc

## Personal Development

- To keep up to date on matters related to the work of the organisation and to make improvements that will contribute to personal and organizational effectiveness.

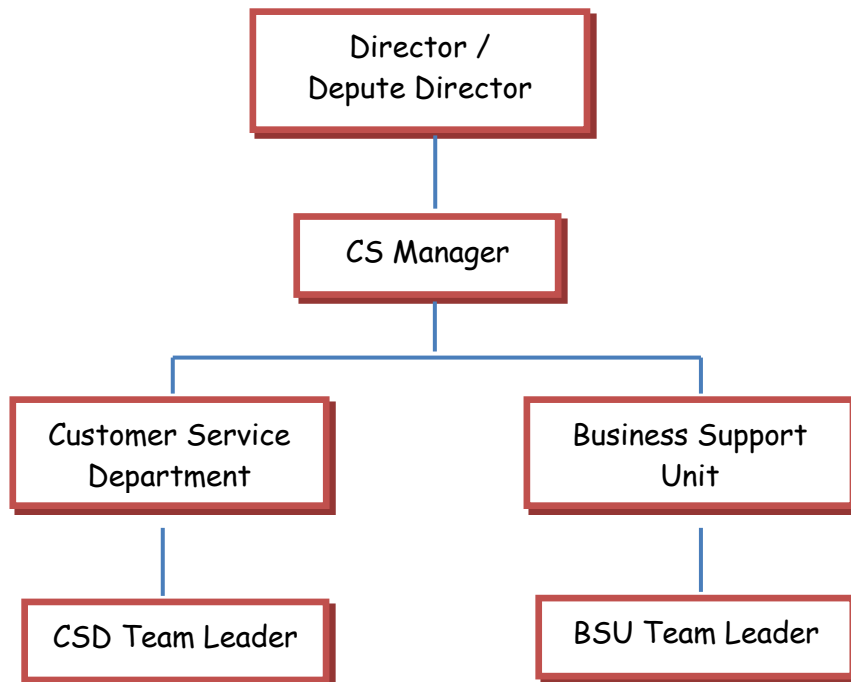
- To attend training to ensure that skills and knowledge are up to date and maintain any professional registration through achieving CPD requirements.

**Other Duties:**

- Attend appropriate training seminars, conferences and other events as required. This may occasionally require attendance in the evenings.
- To attend SMT and Management Committee meetings and provide reports as required
- Any other duties consistent with the post, as required

The job description contains the main responsibilities relating to this post and does not describe in detail all the duties required. These duties may vary from time to time.

**Position in Structure:**



**Reward, incentive, conditions:-**

EVH Grade SM3 – SM5 (£46,454 - £49,214)

35 hour working week – Monday to Friday 9.00am to 5.00pm

Reduced hours and flexible working arrangements will be considered.

Salaried position with 25 days annual leave plus 15 days public holidays – pro rata

Company Pension Scheme

Person Specification: separate document

Any special circumstances or planning issues:

N /A

Job Holder: .....

Issue Date: .....