

Customer Services Officer

What will you do?

As a member of the Customer Service Team, the post holder will contribute towards a quality customer service function for the Housing Office within the Department of Infrastructure. This includes providing appropriate advice and information to private sector customers and the Department's public sector tenants, in respect of the wide range of housing services provided by the Department.

The Customer Services Team is also responsible for providing the administration for all housing services, including tenancy management and the maintenance service for public sector housing, the House Improvement (Adaptations) Scheme, private landlord registration, the Shared Equity Purchase Assistance Schemes, and any other affordable housing initiatives for individuals and families.

What does that involve?

Main Duties and Job Purpose

The Customer Service Team provides a customer service function in respect of all services provided by Housing. Services currently provided by Housing include management of over 1200 public sector houses of which the Department is landlord, financial assistance for first time buyers, adaptations to homes to meet health needs and private sector landlord registration.

The post holder will assist new and existing customers of the Department by dealing promptly and efficiently with written correspondence and telephone and personal enquiries relating to the above activities. Eligibility assessments of customer applications to housing services, including handling sensitive financial and personal health data, will also be carried out by the post holder. The post holder will be required to chase outstanding documentation and provide customers with the outcomes to their applications.

The ability to work under pressure, prioritise workloads and multi-task is key to the role. The post holder will deliver quality customer service to customers from diverse backgrounds and circumstances, while working in a fast paced, highly energised office environment.

Customer Service Team

- Deal promptly and efficiently with all written correspondence, telephone and personal enquiries, and provide specialist advice as required in relation to housing services.
- Handle many of the financial aspects of the housing services including; taking card payments over the telephone, handling and banking cash and cheques, processing, recording and reconciling payments and processing invoices.

- Utilise specialist IT software, such as the Cx housing management solution and the Titan loans system, as well using Microsoft Office to maintain accurate records and provide up-to-date information for customers.
- Processing applications, checking and validating eligibility, dealing with follow-up enquiries, maintenance of accurate and current data, assisting with the collation of statistics and processing payments.
- Contribute to the development and improvement of procedures and of procedure notes.
- Under the direction of your Line Manager, carry out early stage enforcement of the legal conditions in tenancies and scheme legislation. Investigate and follow-up suspected breaches.
- Issue public sector rent statements and first time buyer loan statements.
- Assist with rent arrears recovery and chasing overdue loan payments recovery by making phone calls and sending letters to customers, sometimes in contentious circumstances, meeting face to face with customers at the public counter to explain how the arrears have occurred, and recording accurate information on any conversations/meetings held.
- Any other duties and responsibilities appropriate to the role and grade, as directed by your Line Manager/Senior Department Management.

Management of Staff and Resources

The post holder will have no requirement to manage staff/resources.

Training and Development

The post holder may be required to undertake relevant training in line with Department requirements and priorities of the post

Representation and Corporate Contribution

The post holder may be required to represent the Division in a range of settings, both internal and external to Government, including (but not exclusively) meetings, forums, committees, working groups, public events and exhibitions.

Performance Management and Improvement

The post holder will have a personal responsibility for performance management and will be expected to contribute to the Public Estates and Housing 3 c's model. The required levels for this post are:

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- **Credibility - Level 2** - Proactively contributes to the Team's work, builds positive relationships, owns their work, gives feedback on their work and deals professionally with customers.

- **Capability - Level 2** - Understands how the role contributes to the Team's, Department's and Isle of Man Government's objectives and priorities, uses basic specialist knowledge to handle tasks effectively and adapts to changing demands.
- **Character - Level 2** - Can be trusted to plan and prioritise their own work while managing normal interruptions, motivated to support the team.

Reporting Framework

The post holder, as a member of the IOM Public Service, reports through the Customer Service Team Manager, who is responsible as "Reporting Officer" for the implementation of, and compliance with, the provisions of the 3c's Performance and Development Review Scheme, as it applies to the post.

The Reporting Officer will ensure that, amongst other things, as required:

- 3c's Performance and Personal Development Plan is agreed where applicable with the post holder
- 3c's Performance and Development conversations are held

Health and Safety

The post holder will be responsible for their own health and safety, the impact of their actions on others, and for identifying any possible risks or near misses to a responsible manager. The post holder will observe appropriate legislation and codes of practice in connection with their role.

Integrity

As an employee within the Department of Infrastructure, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity.

Each officer has a personal responsibility to maintain the confidentiality of all Department business and to uphold such confidences.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
5 GCSE's at grade C (4) or above, including Maths and English	D	CV
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Capability		
Experience of working with the public and/or within a customer service environment.	E	CV/Interview
Experience dealing with customers in difficult circumstances.	E	CV/Interview
Experience dealing with financial records, processing payments and invoicing.	D	CV/Interview
Experience in accurately assessing and processing applications against specific eligibility criteria.	D	CV/Interview
Knowledge of IT, e.g. Competent user of MS Office, Word, Excel for spreadsheets, databases and use of outlook for e-mail and other administration tools etc.	E	CV/Interview
Good communicator with proven oral/written skills and the ability to manage difficult conversations/conflict both on the telephone and in person.	E	CV/Interview
An understanding of the need to work within the requirements of GDPR and its practical application.	E	CV/Interview
Good planning & organisational skills.	E	CV/Interview
Experience of developing and updating procedure notes.	D	CV/Interview
Experience working in a housing or property related role.	D	CV/Interview
Experience in the administration of Grant or Loan Schemes.	D	CV/Interview
High level of attention to detail with the ability to verify documentation (such as residency and income evidence).	E	CV/Interview
Character		
Ability and desire to achieve high standards.	E	CV/Interview

Confident, courteous and comfortable with dealing with a wide/diverse customer/client base.	E	CV/Interview
Good team player – able to demonstrate commitment and enthusiasm	E	CV/Interview
Reliable and flexible approach to work – able to respond positively to changing demands	E	CV/Interview
Ability to deal with people at a variety of levels	E	CV/Interview
Trust and is trusted	E	Interview
Self-motivated	E	Interview
Other requirements		
Isle of Man Worker	D	Application
Full, valid driving licence	D	CV/Interview