
Your job

Job Title: Customer Care Officer

Service: Customer Care Team – Housing repairs

Grade: 5

Reporting to: Senior Customer Care Voice and Experience Officer

You will be responsible for a range of tasks including; customer and business support, tenant liaison, requiring an adaptable approach and a keen eye for detail to ensure that you are able to fulfil the diversity of the role and ensure issues are dealt with promptly.

You will be responsible for investigating and resolving service complaints from tenants, leaseholders, elected members, MP's and contractors. You will meet, liaise and consult with tenants, leaseholders, other agencies, contractors, elected members and interested parties to support the repair and void service. You will be responsible for ensuring that all enquiries are responded to within the agreed timescales as referenced in the Housing Ombudsman complaint handling code (2024) and will aim to positively resolve issues and complaints providing advice and information as required.

You will play a key role in the Business Support Team with a customer focused 'get it right first-time approach' and champion change and innovation including the use of new technologies. Page 2 of 4

The team promote and follow a positive complaint handling culture, allowing a customer focused attitude and acting on the behalf of our tenants to find a positive resolution. You will be responsible for ensuring that new ways of working are implemented to ensure feedback from tenants is fed into service delivery.

You will need to be enthusiastic and self-motivated, with the ability to operate effectively as a member of a team, and also be able to undertake lone working, accurately following working procedures, but also using own

initiative to breakdown problems, ask the right questions and the courage to take the appropriate action.

You will be a Customer Care Champion and will organise and deliver training and investigate and promote good practice to ensure the continual service improvement.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Comply with the organisation's complaints, compliments and suggestion scheme, ensuring the highest possible standard of service delivery and investigate and resolve any issues identified.
- Investigate and respond to enquiries from Elected Members and MP's in a timely manner.
- Co-ordinate, produce, collate and undertake analysis of the customer profile, customer satisfaction, complaints, customer standard, customer survey and other performance monitoring information and to prepare management information and reports.
- Record, investigate, resolve, respond and monitor all complaints/enquiries and ensure relevant officers carry out actions in accordance with current policy including complaints escalated to the Housing Ombudsman.
- Liaise with customers to ensure complaints are dealt with in a timely manner and enhance the customer experience.
- Address and resolve complaints by using informal resolution wherever possible through positive conversations and relationships with customers, contractors and others.

- You will communicate and interact with a broad range of internal and external stakeholders, including; tenants, leaseholders, councillors, MP's and contractors face to face, over the telephone and in writing, on a regular basis and deal with any matters arising.

On an ongoing basis you will:

- Ensure that all information is recorded accurately in accordance with council procedures and regulatory requirements, in a timely manner meeting designated deadlines.
- Produce, collate and analyse information and produce reports including performance management reports for presentation in line with task requirements.
- Organise and deliver customer care training to contractors, tenants and staff, working to an agreed programme and ensuring pre-set learning objectives are met.
- Collate and analyse management information and prepare and present reports to management.
- Organise consultation events with tenants and residents and to attend out of hours meetings as required.
- Undertake the collection of information for Freedom of Information requests.
- Undertake data collection and evidence gathering and the preparation of evidence files for external accreditations.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Minimum of NVQ Level 3 in a related field Business Administration, Customer Care or Chartered Institute of Housing (CIH) level 3.
- Experience of working in a frontline customer focused environment
- Effective communication skills to successfully handle difficult situations and challenging behaviour.
- Experience of administrative work gained in an office environment.
- Ability to successfully influence and negotiate with customers, contractors, elected members, MP's and other teams and external agencies in order to resolve enquiries.

- Experience of working closely with groups of customers to achieve set outcomes.
- Detailed knowledge of customer contact systems.
- Effective written and oral communication skills together with the ability to deal with tenants, leaseholders, elected members, MP's, management and other interested parties.
- Able to work to tight deadlines in a pressured working environment.
- Ability to use own initiative to breakdown problems, ask the right questions and have the courage to take the appropriate action and make decisions to achieve the right outcome.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”