

Accent Peerless is a charitable, registered social landlord and a regional subsidiary of Accent Group Ltd. We own and manage 4,000 residential properties in Hampshire, Berkshire, East and West Sussex, Surrey and Kent. We are looking to strengthen our existing Housing Operations Team with the following vacancies based at our office in Camberley.



accent peerless

Customer Services Manager – £28,500 P.A

We are looking for an enthusiastic, committed and customer-focused individual, who has a proven track record of operational management experience within a frontline service and call centre environment. You will be passionate about excellent customer

service and continuous improvement and be able to manage and support complex internal and external customers. Your communication and negotiation skills will be exceptional and you will have a can do approach and be able to manage performance.

Tenancy & Estates Officer – £24,000 PLUS £3,300 CAR ALLOWANCE P.A

We are looking for a dedicated individual who has experience in a housing related environment and can make a difference to the lives of our residents and the communities we work in. You will have excellent communication and negotiation skills and have the ability to work with and influence

external agencies. Your first class problem solving skills will enable you to deal with neighbour disputes, harassment and anti-social behaviour cases, encouraging the earliest resolution of problems. You will also require access to a vehicle for work and hold a valid driving licence.

We offer an excellent benefits package including, a salary based contributory pension scheme with life assurance cover, generous holidays and both internal and external training opportunities.

Apply on line at: www.accentgroup.org Closing date: **Wednesday 10 March 2010**

We positively welcome and support the diversity of the communities we work with and the people we employ.



JOB DESCRIPTION



JOB TITLE: CUSTOMER SERVICES MANAGER
DIRECTORATE: ACCENT PEERLESS
DEPARTMENT: OPERATIONS
REPORTING TO: DIRECTOR OF HOUSING OPERATIONS

SUPERVISORY RESPONSIBILITY:

Direct line management responsibility.

OVERALL PURPOSE & OBJECTIVES OF POST:

To be responsible for ensuring the delivery of a professional and customer focused service for all Accent Peerless customers, both external and internal.

To be responsible for managing and developing Customer Services including the management of staff within the Customer Services Team.

To gather and evaluate customer service information and use it to implement improvements.

To organise, supervise and monitor the investigation and response to customer dissatisfaction and complaints received within Accent Peerless.

PRINCIPAL DUTIES:

1. To manage the Customer Services Team responsible for dealing with all customer enquiries.
2. To take the lead in developing improved standards of customer services to all Accent Peerless customers.
3. To oversee and develop the complaints system.
4. To manage customer contact systems.
5. To undertake research and produce statistical reports on a range of activities and assist in the development of performance information.

6. To lead the Customer Services Team dealing with requests and enquires from customers for information and ensure effective customer focused service is delivered.
7. To Develop customer services to ensure continuous improvement and a greater emphasis on customer care. Work with external agencies on customer services surveys etc. e.g. STATUS, QHS.
8. To recruit, train, coach and develop staff. Set targets, performance objectives and appraise staff performance. Ensure all staff are trained and able to offer a 'one stop' shop approach for dealing with all our customers.
9. To monitor performance and standards of service to ensure key performance indicators are met.
10. To develop new initiatives aimed at service improvement for the customer services team using customer profiling.
11. To manage and develop the Call Management systems to ensure its use as an effective tool in 'getting it right for the customer first time', producing reports.
12. To monitor levels of customer satisfaction in respect of service access and delivery through regular customer sampling and surveys.
13. To provide general advice on the range of services available from the organisation.
14. To provide advice on tenancy terms and conditions.
15. To produce management reports on performance.
16. To assist the Line Manager in policy and service development, taking into account legislation, regulation and best practice.
17. To manage the workflow process of all methods of contact, complaints and Anti Social Behaviour and ensure corporate targets are met.
18. To ensure the customer services team provides relevant office support to all internal customers and teams.
19. To provide advice on housing options and mutual exchanges, providing assistance in preparation of sign up packs and mutual exchange paperwork.

20. To maintain necessary contracts to provide postal services at the office, including franking, Royal Mail pick-ups, envelope addressing and letter folding. Assist other offices in the organisation with arrangements for postal and telephone services.
21. To investigate and resolve complaints against the organisation.
22. To act as an effective, constructive member of the housing team, agreeing objectives, and ensuring departmental performance targets and service improvement objectives are met.
23. To promote equal opportunities in all aspects of service delivery.
24. To attend meetings of residents, committees and working groups, where requested to do so.
25. To any other duties reasonably commensurate with the post at the request of the Line Manager.
26. To ensure that duties are carried out in accordance with Health and Safety procedures and administer the Red Dot procedure.

SPECIAL FEATURES OF THE POST:

Ability to be flexible regarding working hours as attendance at evening meetings and weekend events are a regular feature of the post.

HEALTH & SAFETY:

All Accent employees must comply with the statutory legislation contained in and related to the current Health and Safety at Work etc Act, Regulations, Approved Codes of Practice and Guidance. Compliance also includes all the Health and Safety Policies, Procedures, Safe Systems of Work and Guidance set out by Accent Group. Employers, line managers and employees must take reasonable care to ensure that they do not endanger themselves, or anyone else who might be affected by their work activities.

Training and supervisory arrangements are in place to prevent intentional or reckless interference and misuse of anything provided, by Accent, for health and safety purposes. Risk Assessments should be completed for all hazards identified in the workplace.

DEPARTMENTAL STRUCTURE:

Full Departmental Structure available from Human Resources Department.

NS/LW/LH/02.10

ACCENT PEERLESS PERSONNEL SPECIFICATION

POST TITLE: Customer Services Manager

SUMMARY OF JOB: The post holder is responsible for the management & development of Customer Services at Accent Peerless. Key features of the post include managing and supporting staff, delivering a high standard of customer services at the first point of contact and ensuring that customer feedback is used to improve policy, procedure and service standards.

In all matters of employment and services provided by the Group we require everyone to respect and abide by our Equal Opportunities Policy, which allows for the right of individuals to be treated in a fair and equal manner.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED eg APPLN FORM, INTERVIEW & PRACTICAL TEST
EXPERIENCE	<ul style="list-style-type: none"> • Experience of delivering a high quality customer services • Experience of a customer contact frontline service • Experience of producing/analysing statistical data • Experience of working to targets and deadlines • An understanding of the needs of the housing service and how these can be met • Experience of effective partnership working both internally and externally • Experience of managing staff • Experience of training and presenting to groups of people • Experience of working with groups of people outside of the immediate team and using information to improve services 	<ul style="list-style-type: none"> • Experience within a Housing Association or similar environment • Experience of service improvement & policy/procedure review. • Experience of performance monitoring in an organisation in the service sector. • Extensive experience of working with Local Authorities and voluntary organisations. • Experience of managing within a regulatory framework and an awareness of the changing needs of the regulator 	Application Form and Interview
QUALIFICATIONS	<ul style="list-style-type: none"> • IT skills • 5 GCSEs or equivalent, including Maths & English 	<ul style="list-style-type: none"> • Housing or Business/administration qualification or equivalent. • Customer service accreditation • Management Degree 	Application Form and Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED EG APPLNFORM,INTERVIEW & PRACTICAL TEST
TRAINING	<ul style="list-style-type: none"> • Evidence of Customer Service training • Must be prepared to undertake any relevant training 	<ul style="list-style-type: none"> • Monitoring and analysis of statistical information. • Continuous Professional development 	Application Form and Interview
SPECIAL KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> • Proactive in identifying change and seeks ways to overcome them • Promotes a learning culture committed to continuous improvement and development • Constantly reviews departmental objectives and ensures that these support the organisations long term objectives • Develops innovative practices and services that ensure a competitive edge • Intermediate skills in MS Word, Excel and Powerpoint • Ability to assimilate written and numerical information. • Excellent report writing and presentation skills. • Equal Opportunities Diversity awareness. 	<ul style="list-style-type: none"> • Call centre operational management knowledge. 	Application Form and Interview
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Must be flexible to adapt to the requirements of the job • Willingness to travel • Evening/weekend meetings/events 		Application Form and Interview
DISPOSITION ADJUSTMENT & ATTITUDE	<ul style="list-style-type: none"> • Achievement and results orientated • Able to show initiative • Decisive and self-confident • Adaptable and capable of learning • Empathy & respect for client group & colleagues. • Strong customer service orientation • Commitment to equal opportunities & diversity. • Positive attitude & commitment to good customer service. • Effective interpersonal skills. • Can demonstrate enthusiasm towards the role. • Positive/can do attitude. • Effective problem solving skills. • Abe to identify with values and ethos of accent 		Application Form and Interview
PRACTICAL & INTELLECTUAL SKILLS	<ul style="list-style-type: none"> • Vision and strategic thinking • Information Search • Use of concepts • Creativity • Judgement and decision making 		Application Form and Interview
INTERPERSONAL STYLE	<ul style="list-style-type: none"> • Sensitivity and listening • Impact and persuasiveness • Planning and organisation • Presentation and communication • Leadership, team building and maintenance 		Application Form and Interview

TERMS & CONDITIONS – PERMANENT FULL TIME OFFICE STAFF



JOB TITLE: CUSTOMER SERVICES MANAGER

LOCATION: STATION HOUSE
1 PEMBROKE BROADWAY
CAMBERLEY
SURREY
GU15 3XD

CLOSING DATE: WEDNESDAY 10 MARCH 2010

CURRENT SALARY DETAILS: £28,500 per annum

We review salaries in April every year.

EMPLOYMENT TYPE: Permanent

CONTRACTED HOURS: 37 hours per week

EMPLOYMENT SUBJECT TO: All offers are subject to the receipt of:

- Satisfactory References
- Medical Clearance
- Proof of Eligibility to Work in the UK

PROBATION: All employees are subject to a 6-month Probationary Period, during which time progress is closely monitored. Employees are transferred to the established staff of the Group on satisfactory completion.

HOLIDAYS: 25 days per year pro-rata for periods of service less than a year. The holiday year runs from April to March.

STATUTORY DAYS: 8 statutory holidays plus additional days for the Group's office closure around Christmas and New Year.

NOTICE PERIOD: 8 weeks

COMPANY SICK PAY: Accent Peerless have a Company Sick Pay scheme, which applies from commencement of employment.

PENSION SCHEME: Employees are entitled to join Accent's salary based contributory pension scheme with Life Assurance Cover on commencement of employment. Contributions are currently 16% of salary from the Group and 9% from the employee. Employees are not eligible to join the Pension Scheme until they reach 18 years of age.

TRAINING:

We have a well-resourced Training Department for the provision and support of both internal and external courses. We also provide a Management Development programme, which includes a wide range of training from short courses through to university studies. There is also the opportunity for sponsorship through Day Release/Professional Studies leading to qualifications which can also include management studies.

Everyone is encouraged to take advantage of the opportunities we offer however attendance on all courses is subject to approval and is dependent upon the level of the post, and available budget.

Many of the practices we follow with regard to training mirror the requirements of the Investor in People Award.

**ADDITIONAL
INFORMATION:**

All the Group's premises are deemed to be no-smoking.

**APPLICATION
INFORMATION:**

At Accent Group we take seriously our responsibilities to reduce our carbon footprint. As a result we have chosen not to send letters to candidates whose application is rejected prior to interview.

However, we feel that it is important to acknowledge the time taken to make an application, and the interest shown in Accent Group. If you have not heard from Accent Group within 3 weeks of the closing date of the vacancy, you should assume that your application has not been successful on this occasion, however, please accept our thanks for your application.