

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>JOB TITLE</b>	Lead Customer Advisor (Home Finder)
<b>REPORTS TO</b>	Home Finder Manager
<b>DIRECT REPORTS</b>	None
<b>TEAM</b>	Home Finder- Conwy Housing Solutions
<b>LOCATION</b>	Conwy Housing Solutions Office, 41 Conway Road, Colwyn Bay
<b>SALARY DETAILS</b>	Up to Grade 4, £21,137 pro rata, per annum

### 2. PURPOSE

Monitor the day to day running of the team to ensure quality and compliance with the Common Allocation Policy to ensure a consistent and efficient service is being provided.

Providing customers with a full range of Housing Options Advice and support when accessing the Conwy Housing Register (SARTH).

To conduct verification visits to applicants homes for those who have a housing need.

### 3. DIMENSIONS Scale & Diversity

Home visits or phone verification calls – approx.5 a week

Take Housing Options enquires via walk in and telephone (approx. 100 a month).

Administer the Common Housing Register of (approx.900 applicants).

Internal and external stakeholder enquiries

### 4. MAIN ACCOUNTABILITIES

To conduct home visits, office interviews or phone conversations on a regular basis to applicants to provide a thorough verification for information relating to their application on the Common Housing Register. This will include gathering basic financial details and ensuring customers are given advice on moving on and the costs of a potential prompt offer of alternative accommodation.

To liaise with potential applicants on the phone and in person to arrange viewings, provide advice and respond to queries, providing an excellent standard of customer service.

To work closely with key partners within the co-location building. To offer a wide variety of Housing Options Advice to any customer, including referring through to other services (including but exclusively) such as:

- Homeswapper
- Welfare Rights
- Tenancy Support
- Housing Enforcement
- Affordable Housing Register
- Social Lettings Agency
- Occupational Therapy Service
- Social Services

To assist colleagues within the association and the Conwy Housing Solutions service in providing information and responding to complex case enquiries and correspondence from external support agencies and advocates including but not exclusively limited:

- MPs and AM's Offices
- Local Elected members
- Shelter Cymru.

To assist the Customer Advisors (Homefinder) and oversee the review process, for those applicants accepted onto the Common Housing Register to ensure that customer data and housing needs are up to date

To offer support and day to day advice to colleagues within the team to assist with complex customer enquiries.

To look and assess applications of those who are potentially suffering financial hardship.

To assist the Homefinder Customer Advisors with taking and processing applications when another member of staff is on leave.

## **5. CORPORATE ACCOUNTABILITIES**

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required.

## **6. WORK CONTEXT (environment, type of equipment)**

The post has a significant requirement to travel locally throughout the borough and in some instances regionally. Out of office work is necessary to complete viewings as part of our empty homes management and for offer visits and verification of qualifying applicants. The regular use of ICT systems and technology is a requirement of the post.

## 7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

The post is expected to operate within agreed policies and procedures and work is typically customer driven (not self paced).

Examples of the decisions the post can take are:

- Providing or directing customers to the correct information.

Examples of decisions that are referred are:

- Any items involving expenditure.
- Policy decisions.

Performance objectives are agreed with the Home Finder Team Manager and performance is subject to review under the agreed PDR process.

## 8. COMMUNICATIONS (the main communications that take place, frequency, purpose and method)

<b>INTERNAL</b>	Daily contact with colleagues in Home Finder team. Daily contact with colleagues in the Conwy Housing Solutions Partnership Daily contact by telephone or e-mail with Cartrefi Conwy staff to seek information for tenants, managers or other customers or with other functions (HR/Finance/ICT/Governance etc)
<b>EXTERNAL</b>	Daily contact with tenants or the general public to answer enquiries and follow up on requests for advice and information about the services Cartrefi Conwy offer. Regular contact with agencies and support providers.

## 9. AREAS OF COMPLEXITY (what provides most stretch)

Meeting the expectations of tenants or residents may offer some complexity to the post as their aspirations are not always aligned with the resources and capabilities of Cartrefi Conwy.

## 10. AGREEMENT

**Job Holders' Signature:**

**Date:**

**Line Managers' Signature:**

**Date:**

# Person Specification

## LEAD CUSTOMER ADVISOR (Home Finder)

<b>ACADEMIC /PROFESSIONAL QUALIFICATIONS</b>	<b>Essential / Desirable</b>	<b>How this will be assessed</b>
5 GCSEs (or equivalent) at Grade C or above to include Maths and English	Essential	Application/ Certification
European Computer Driving Licence (or equivalent) or relevant experience	Highly Desirable	Certification / Application
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Knowledge and experience of office practices (telephony and administrative experience)	Essential	Application/ Interview
Experience of working in a customer facing role	Essential	Application/ Interview
Experience of working in a landlord and tenant environment	Desirable	Application/ Interview
Good Knowledge of the welfare benefit system	Highly desirable	Application/ Interview
Experience of inter-agency working and knowledge of relevant services	Essential	Application / Interview
Experience of using an integrated housing management system	Desirable	Application / Interview
<b>SKILLS</b>		
Microsoft Office; Word, Excel, Outlook (Basic user level)	Essential	Ability Test
*Excellent Literacy and Numeracy Skills	Essential	Ability Test
Initiative and ability to work independently making well-judged decisions	Essential	Application / Interview
Accuracy and attention to detail in data entry	Essential	Ability Test
Interpersonal skills, to deal sensitively, calmly and professionally with tenants experiencing difficulties	Essential	Interview

Basic planning, prioritising and organising skills	Essential	Application / In Tray Exercise
Welsh Language Skills	Highly Desirable	Application / Interview
Driving License*	Essential	Certification

**Cartrefi Conwy are committed to Equality and Diversity in our activities**

**\* Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.**