

Coop Homes Customer Service & Repairs Manager

Don't just find a job. Feel it.



As part of Coop Homes, you'll use your knowledge, organisational skills and enthusiasm to deliver a fantastic service to our customers and create a highly motivated team

Connect with what you'll do

In the role you'll:

- ▶ Line manage, motivate, and drive performance of the Repairs Advisors team
- ▶ Lead on the co-ordination and quality of timely and comprehensive responses to formal complaints across Coop Homes
- ▶ Feed into reporting and compliance for complaint management
- ▶ Lead on good practice and standards of service delivery across all channels for coop homes
- ▶ Pro-actively manage customer demand over the phones across teams
- ▶ Play an active role in designing cross team customer services from a resident perspective based on user research
- ▶ Be part of an operational team resolving cross team issues within Coop Homes
- ▶ Implement new methods of working with clients
- ▶ Lead on producing the repairs element of performance reports to clients
- ▶ Ensure the delivery of key performance indicators for the repairs service
- ▶ Be first point of contact for clients, dealing with high level issues, escalation and service failure
- ▶ Attend evening committee meetings as the customer and repairs representative
- ▶ Be key in onboarding new clients, with introductions of contractors and systems
- ▶ Liaise with finance to ensure the smooth administration of contractor invoices, resolving issues quickly as they arise
- ▶ carry out any other reasonable duties to deliver great service

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Previous managerial experience
- ▶ Delivering brilliant customer service, preferably within social housing.
- ▶ Managed a team-based project end to end
- ▶ Previous complaint handling experiences necessary.
- ▶ working with other teams to deliver amazing results.
- ▶ Using IT systems proficiently, including, Word, Excel, databases and Outlook
- ▶ Being a lead in delivering key performance indicators and service level agreements

It'd blow us away if you had:

- ▶ Experience of using a CRM system
- ▶ Report writing to senior team or board
- ▶ Dealt with Legal disrepair process

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We care /We deliver/ We learn
- ▶ Communicating clearly, concisely and thoughtfully, verbally and in writing.
- ▶ Demonstrating great interpersonal skills to build confident, collaborative working relationships with a range of stakeholders including building contractors, suppliers and customers.
- ▶ Taking pride in being organised, prioritising tasks to meet deadlines.
- ▶ Being self-motivated and able to work without close supervision.
- ▶ Always providing amazing customer service, even under difficult circumstances.
- ▶ Being confident and assertive in dealing with challenging behaviour and situations.
- ▶ holding your hands up if you make a mistake, quickly re-focusing to put things right and demonstrating learning so it doesn't happen again.
- ▶ demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.

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