**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Service Director, Customer Services

**Location:** Scotland (offices in Edinburgh, Bellshill, Irvine and Inverness; flexible and homeworking required subject to Covid-19 restrictions).

**Team/Directorate:** Customer Services

**Responsible To:** Group Chief Executive

**Responsible For:** 2 x area managers, and through them, all staff within the Customer Services directorate.

# 2. JOB PURPOSE

To provide Executive leadership to all functions and services within Customer Services, including tenancy, income, estates, courts, care and repair, contact centre and housing needs.

Provide strategic and collaborative leadership and management to develop and deliver the Group’s Business Plans, Strategies and Policies, to ensure a customer focussed high quality, high performing customer services throughout Cairn Housing Group.

Work collaboratively with the Executive Team, and lead your teams to drive a values based, outcome focussed service to tenants and other customers.

Lead on a range of partnership working with external agencies, including government, local authorities and other service providers.

To support and advise the Group Chief Executive and the Boards within the Group on all operational and strategic matters concerning customer services.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Create and develop the Group’s Tenancy Sustainment Strategy, Income Management, and Customer Service Excellence Strategies in line with the Group’s business plan and objectives, to support continuous improvement, effectiveness, value for money and organisational success.
* Deliver leadership and direction to service teams, working with the Group Chief Executive and Executive Team to ensure service excellence and support organisational success, financial strength, and performance and business growth.
* Lead a high-quality service through direction of the Customer Services teams and functions, and be the senior professional advisor on tenancy and customer service issues to ensure the effectiveness and continuous improvement of the Customer Services teams.
* Lead the management, development, performance and continuous improvement of all Customer Services areas of operation; covering tenancy management, income management, estate management, housing need and lettings, retirement/sheltered courts, and the Group’s Contact Centre.
* To direct the area managers to ensure active, visible operational leadership in the North and South regions, to drive high levels of performance, service delivery and local initiatives, in a positive values-based culture
* Provide and advise the Group’s Boards with the relevant information they require to provide assurance and ensure good governance
* To regularly demonstrate visible leadership with regional teams and at locations throughout the Group’s portfolio
* Personally reinforce, promote and demonstrate the Group Values and focus the business to achieve the Group’s vision
* Group’s lead advisor to Executive Team and Boards on the Customer Contact and functions and customer relationship management, and provide expert advice on relevant policies, procedures, and legislation to ensure a consistent and safe approach to managing the organisation.
* Initiate, lead and promote Partnership working internally and externally to drive and deliver organisational strategies, KPIs and SLAs.
* Lead, develop and motivate all direct reports to support their personal development journey and to provide an excellent service suited to current and future organisational needs.
* Work collaboratively to ensure effective business planning, business continuity planning and risk management in customer services and the wider organisation.
* Establish and maintain effective partnerships and positive external relationships to benefit the Group and raise the Group’s profile and create opportunities.

* Identify continuous improvement and innovation in all Customer Services provision areas of the Group.
* Delivery of the Group’s factoring services for owners on multi-tenure estates and other housing areas in partnership with the Service Director of Resources
* Lead on the effective management and development of the Association’s Retirement/Sheltered/Extra Care Supported Housing portfolio, and supervise any contract management of these services
* Lead on the delivery and development of housing support standards, local authority contract compliance and work with the Service Director Business Services on the timely preparation and production of all statutory returns to the Scottish Housing Regulator, Care Inspectorate or the Scottish Government, including the APSR and the Annual Report to the Charter.

* Ensure that the Association has appropriate mechanisms in place to respond to service users’ care and support assessments and to instigate any adjustments to service delivery for individuals or groups of tenants.
* To work positively with Business Services colleagues to ensure local delivery of the Group’s Tenant Engagement strategy and maximise satisfaction, and reduce customer effort.
* Overall management and accountability for the budgets within Customer Services to ensure service in line with strategic goals
* Manage formal processes across the Group by conducting investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.

**3.2 Key Performance Indicators**

Ensure compliance with all Regulatory matters relating to customer services, including the Scottish Social Housing Charter

Leading the Groups Customer Services teams to achieve all agreed Key Performance Indicators and targets agreed each year with the Group Chief Executive and the Boards of Ancho, Cairn and CHS/Cairn Living.

# 3.3 Key Contacts – Internal & External

* Liaise with and advice and support to Board Members of Cairn HA, Ancho and Cairn Homes & Services, especially Chairpersons and Vice-Chairs.
* Presenting to Executive Team, Boards on Tenancy, Care and Repair, and Contact Centre services and related matters, including information, advice and training as required

Board

Solicitors

External Partners, forums, other HA’s

All staff – Inc. Managers and SMT

Local Authority strategic housing departments

Local Authority Health and Social Care Partnerships

DWP

Local Authority Housing Benefit Departments

Police Scotland

Auditors

# 3.4 Health & Safety

* Take personal responsibility for awareness of and positive management of the Group’s Health & Safety Strategy, Policies and procedures, within customer services, and with senior colleagues across the Group, including fire regulations, and implement all requirements as appropriate.
* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Service Director, Customer Services**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Educated to degree level or equivalent and/or substantial experience in an Senior or Executive roles  Member of CIH or equivalent professional body | Experience within Public/Social Sector |
| Experience | Substantial Experience as a Strategic Leader or in an executive/senior leadership role  Extensive experience of advising Boards and/or Committees at a senior level  Substantial experience of identifying and delivering strategic projects.  Experience of senior strategic management, policy development and service improvement  Substantial experience of risk management and business planning  Extensive experience of dealing with complex Housing issues  Extensive experience of performance management and reporting  Proven experience of effectively managing stakeholder relationships, with the ability to influence and persuade through personal credibility, integrity and professionalism. | Experience of the complexities involved with leading and directing a Group |
| Knowledge | Knowledge of how to assess current and future organisational capability and readiness for change.  Extensive knowledge of the principles of customer care  Extensive knowledge of strategic planning, risk management  Extensive Knowledge on Scottish Housing Regulations and best practise | Knowledge of the complexity of a leadership position within a Group Structure |
| Skills | Ability to continually align the capacity and requirements of Cairn through methods of workforce planning.  Ability to clearly present to various internal and external audiences.  Budget Management  IT literate    Leader who can display decisiveness, integrity and can motivate and develop teams.  Ability to work in a collaborative manner ensure effective business planning and project delivery.  Decisive decision maker using the provision of insights, strategy and solutions that support the business plans and objectives. |  |
| Personal attributes | Proactively develop and sustain relationships with key stakeholders to inform how to influence them.  Tailor influencing style and select appropriate communication channels to engage and gain buy in from different audiences.  Adapt decisions and practices to take account of changing priorities and external influences.  Create an environment which empowers others to make decisions whilst assessing and overseeing risk.  Organise, adapt and deal with conflicting priorities and busy workload. |  |
| Additional requirements | Remote and home working is a requirement  Full Driving Licence and access to a vehicle  Travel to all locations within directorate |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**