



JOB DESCRIPTION	
Job Title:	Director of Customer Services
Grade:	E.V.H Grade 9
Responsible to:	Chief Executive Officer

Job Purpose

To be an inspirational leader and provide strategic direction and operational management to the customer services team, incorporating housing management, customer services and community regeneration services. You will have a particular focus on championing service excellence and embedding a customer-focussed culture across the Association to drive continuous improvement and build customer and community capacity. You will lead and inspire change and innovation to respond and adapt to customers' current and future needs and priorities.

You will report directly to the Association's Chief Executive Officer and the Board of Management and work collaboratively with the Director of Asset Management and Director of Finance, Digital and Corporate Services. As part of the Senior Leadership Team you will contribute directly to the Association's wider corporate strategy, business planning and strategic risk.

Main Responsibilities

- Embed the organisational values and create a positive culture where the team feel empowered and valued resulting in a highly engaged workforce.
- To provide strategic and operational leadership across the range of housing, customer services and community regeneration functions.
- Develop business strategies, plans and objectives for the customer services department and ensure the delivery of those plans and objectives and all performance targets and outputs.
- To oversee and ensure evidence-based compliance with all associated legislation, regulatory requirements and best practice across the range of housing and community regeneration functions.
- Lead on a continuous review and re-design of services and oversee delivery of exemplary service to our customers, stakeholders and partners.
- To ensure a comprehensive suite of policies and procedures are in place and reviewed as necessary to take account of legislative and regulatory requirements and relate to best practice within the sector and encourage innovation and customer excellence.

- To ensure our approach to customer engagement and influence is accessible, robust and meaningful and responds to the needs of our community.
- To contribute to the preparation and monitoring of the annual budgets by providing information relating to the functions of housing, customer service and community regeneration, and to ensure that staff operate within the boundaries of the organisation's financial controls using value for money principles and robust financial management.
- Supporting the CEO and Director of Finance, Digital and Corporate Services to ensure that the Association's financial viability is maintained and enhanced.
- To ensure that rents, service and other property charges are set appropriately, and that income is maximised by the use of efficient controls and systems.
- Develop and maintain a range of strategic partnerships to contribute towards the improvement of the Castlemilk neighbourhood and to support the delivery of AHA strategic objectives.
- Pursue funding opportunities to deliver additional or enhance services to customers.
- Analyse a range of complex data including demand, demographic trends, allocation outcomes and identify strategic solutions to attend to negative impact that may affect the Association's work.
- To develop and introduce Ardenglen's approach to Housing First ensuring strategic cohesion with operational and strategic partners.
- Lead on the procurement of the Residents Satisfaction Surveys on a cyclical basis, as well as developing a schedule for customer satisfaction in key areas in front line services, specifically those related to the Scottish Housing Charter.
- Lead in the development and review of key strategic documents relevant to housing, customer services and regeneration and ensure successful implementation.
- Prepare comprehensive reports for Board, CEO, Senior Leadership Team, and sub committees and present in an engaging and appropriate way.
- Provide the CEO and the Board with advice and guidance in respect of housing management and community regeneration services in line with legislative and regulatory requirements.
- Be committed to their own professional and personal development to meet the needs of the role and the Association
- Assisting with the development and delivery of the Association's Digital Strategy.
- Oversee procurement of external services relevant to the Customer Services team, in line with the Associations procurement policy and procedures to achieve and evidence value for money.

People Management

- Lead the Customer Services Team and ensure continuous development, establishing a high performing, empowered and engaged team.

- Ensuring that staff with suitable skills and capability are recruited, trained, developed and motivated, so that the optimum level and quality of resources are available to support the achievement of the Association's objectives, both now and in the future.
- Develop a team culture across the Customer Services team and ensure effective cross departmental working.
- Embed Ardenglen Housing Association values and competencies within the team.
- Where necessary, provide strong and decisive management in terms of managing under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures

Data Management

- Ensuring all information, reports and statistics are recorded, processed or produced in line with: GDPR; the Association Policy and Procedures and any regulatory requirements, within agreed timescales.
- Ensure requests for information, reports and statistics are responded to within agreed timescales.
- Ensure the integrity of data is sufficient so that it can be leveraged to offer business insight to deliver service improvement.

Change Management

- Contribute to organisational cultural change, including developing and implementing the Associations equalities agenda.
- Contribute to the Senior Leadership Team in managing change to the organisation's culture, aims and objectives and services it provides.
- Facilitate service and process change taking into account stakeholder input.

Business and Performance Management

- Analyse key areas of service delivery and identify strategic solutions to improve performance and services ensuring the Association maximises value for money, quality and cost efficiencies in all of its activities.
- To lead on improving customer satisfaction across a range of operational indicators in partnership with our customers and community.
- To maximise income generation via a robust approach to arrears management, void management and access to anti-poverty initiatives for our customers.
- Setting, delivering and monitoring performance to ensure Key Performance Indicators and service standards are met.
- Effectively communicate relevant business and performance data to the team, customers and stakeholders where appropriate.

- Analyse complaints identifying strategic and operational solutions while embedding a culture of learning and continuous improvement.

Senior Leadership Team

- Participating as an effective member of the Senior Leadership Team of the Association, contributing to the direction of key service areas, embedding a culture of continuous improvement and adopting an 'Ardenglen One Team' approach.
- Drive improvements in key service areas.
- Provide information and support to Chief Executive Officer and Board of Management that ensures good governance and effective decision making.

Health and Safety Responsibility

It shall be the duty of all employees at work to ensure:

- Reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Co-operation with the Chief Executive Officer and Board of Management as far as is necessary to ensure compliance with any duty or requirement imposed on the Association, or any other person, under any relevant statutory duties.
- Compliance always with the Health and Safety Policy and procedures and draw to their staff teams, attention any unsafe working practice/conditions.

Corporate Responsibility

- Recognise and respect the diversity of internal staff and external customers and assist accordingly.
- Ensure the values of Ardenglen Housing Association are reflected in your work and that all services provided are delivered in line with our Strategic Map and Business Plan.
- Assist in the development of a 'Continuous Improvement' culture.
- Ensure ongoing compliance with all regulatory requirements.
- Manage risks and health and safety to protect residents, staff, and other stakeholders.
- Attend such training courses, seminars, conferences and other learning and development events as the Association may require.
- Represent the association on attendance of any events or external meetings.
- Participate in promotional, marketing and community events relating to the Association's work.
- Attend, as required, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed.
- Attend meetings at evenings or weekends, as required in relation to your role and the Association's work.
- Acting as an Ambassador for Ardenglen Housing Association

- Carry out any other tasks commensurate with your role as directed by the Chief Executive or Board.

Signed as accepted by	
Full name (printed)	
Date	

PERSON SPECIFICATION DIRECTOR OF CUSTOMER SERVICES

Education & Qualifications	Essential	Desirable
HND or Equivalent		*
Degree qualification HND in Housing or related qualification		*
A professional member of Chartered Institute of Housing.		*

Experience	Essential	Desirable
Minimum of 5 years housing management experience.	*	
Experience in formulating and implementing strategic documents and delivering results.	*	
Proven experience of managing, leading and motivating staff through change	*	
Experience working with Microsoft applications and housing management systems;	*	
Minimum of 3 years managerial or supervisory experience;	*	
Experience in delivering performance improvement	*	
Experience of policy and procedural development in the delivery of the housing management functions	*	
Experience of writing and presenting reports and strategies to a Board of Management	*	
Experience in Risk Management	*	
Experience in the procurement of work, services and supplies contract	*	
Working for a Voluntary Board of Management		*
Experience in the housing association sector;		*
Experience with SDM housing software system (SQL reports, housing and maintenance modules)		*
Experience of developing new systems and working practices to improve efficiency in a housing management setting		*

Experience of implementing Equality Impact Assessments		*
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Skills, Abilities & Personal Attributes	Essential	Desirable
Excellent leadership, ability to develop, motivate, and inspire staff and teams.	*	
A dynamic individual committed to continuous improvement and customer service excellence	*	
Excellent people skills – able to relate to a wide range of people at all levels	*	
Innovative approach to problem solving	*	
Ability to demonstrate strategic thinking and ability to inspire others to deliver strategic vision.	*	
Excellent presentation and communication skills	*	
Good interpersonal and team working skills	*	
Ability to negotiate and influence others to meet the objectives of AHA.	*	
Highly motivated to excel in role.	*	
Highly proficient in I.T	*	
Customer focused	*	
Ability to plan and prioritise work to meet personal targets and organisational goals	*	
Ability to handle a heavy and diverse workload and the pressures of conflicting priorities and demonstrate good time management to meet challenging deadlines	*	
Ability to interpret and analyse complex data, review alternative solutions and reach well informed conclusions	*	
Ability to accept the responsibilities of the post	*	
Flexible in approach to work	*	
Ability to empower and motivate staff	*	

Knowledge	Essential	Desirable
Legislative and good practice requirements in the requirements of a housing management services within the housing association sector.	*	
Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements.	*	
Knowledge of Equalities Act and implications for delivering housing services	*	
Microsoft Applications	*	

Other Requirements	Essential	Desirable
Awareness of equality issues and commitment to meet the Association's Policy and codes of practice	*	
Uphold the Association's values and aims	*	

Commitment to continuous improvement	*	
Pleasant personality and a confident manner	*	
Basic disclosure	*	