

Job Title	Customer Liaison Officer	Location	100% Mobile in Customer Area/Region	Job Family	Customer Services	Grade	C
Reports to	Customer Liaison Manager						
Overall Purpose: To deliver the Customer Liaison Service, in the Guinness Service Style, for all Guinness customers in defined customer areas, achieving positive outcomes for Guinness and customers.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Provide a visible, accessible face-to-face service to renting customers, homeowners and shared-owners in the Guinness Service Style. Be the face of Guinness. Set, co-ordinate, track, and ensure completion of, actions with Estate Services, Asset Services, Specialist teams and others to get things done for customers which meet, or exceed customers' expectations. Maximise income, and reduce debt, in defined customer areas. Deliver an amazing lettings service which leaves customers feeling satisfied with Guinness from day one. Address anti-social behaviour, fly-tipping, graffiti and safeguarding alerts. Complete Health & Safety and compliance actions e.g. FRAs. Use data to monitor own performance and that of others, taking action to improve as necessary. Manage budget and remain within budget. Manage workload. Service appointments booked by customers directly. Organise and plan customer visits that respond to customer requests. Complete regular estate inspections and take any necessary action to achieve quality and safety standards. Attend and present cases at court and evictions. Be the primary contact for local stakeholders e.g. residents associations, Local Authority Services, the police etc. Maintain accurate and detailed customer records on Guinness systems. Role model the Guinness behaviours. <p>Key Outcomes:</p> <ul style="list-style-type: none"> Delivery of performance and actions in line with agreed KPI's. Teams work collaboratively to deliver amazing service in relation to Housing, tenancy, estate, ASB, lettings and income issues in line with agreed service standards. There is a clear and recognised emphasis on delivery of the Guinness service standard with effective first point of contact solutions. 		<p>Essential:</p> <ul style="list-style-type: none"> Excellent customer service delivery, demonstrating good communication and interpersonal skills. Highly self-motivated with the ability to plan and work effectively without high levels of supervision. Ability to work 'on the go' using mobile technology. Strong resource and time management, and the ability to prioritise, delivering value for money. Experience of working in a climate of legislative and organisational change. Proven problem-solving and decision making skills. Resilient and able to deal with challenging situations and deliver sustainable outcomes. Comfortable analysing data and drawing conclusions. Ability to work with IT systems on the go. Able to demonstrate Guinness behavioural competencies. <p>Desirable:</p> <ul style="list-style-type: none"> Experience of working in the housing or property sector. Academic qualifications in Housing and/or Tenancy Management. Knowledge of regulatory legislation for social housing. Previous budget management experience. 		<p>These are requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</p> <p>Accountability:</p> <ul style="list-style-type: none"> Operates largely autonomously, within set guidelines with managerial guidance. End results largely defined but interpretive judgement is used to achieve them. Works to clearly defined budgetary parameters and targets. <p>People Skills:</p> <ul style="list-style-type: none"> Typically oversees/co-ordinates the work of others, and may be a knowledge leader or lead a small-medium sized team. Required to maintain effective relationships within own area of responsibility. Manages and ensures consistency of the employment experience in own area. <p>Impact & influence:</p> <ul style="list-style-type: none"> May be required to make a variety of decisions, some complex in nature, with concern for impact on others. Actions may have internal and external impact/influence. Provides guidance and shares knowledge with colleagues relating to own specialism. <p>Thinking Challenge:</p> <ul style="list-style-type: none"> Required to identify, assess and resolve complex issues/problems within own area of responsibility. Sufficient job knowledge to enable the analysis of principles and concepts. Designs and develops a continuous improvement approach within own area. <p>Customer Service:</p> <ul style="list-style-type: none"> Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done. 			
		Qualifications					
		Desirable:					
		<ul style="list-style-type: none"> Relevant professional qualification and/or experience. 					
		Other					
		Driving Licence Required	Yes				
		Mobile working required	Yes				
		Regular evening and weekend working required	Yes				
		Travel to other regional and national locations/ meetings	Yes				

You are also required to undertake any other duties within your capabilities as may be reasonably required.