

Service Centre Team Coordinator

Person Specification

Experience	<ul style="list-style-type: none"> You have spent some time working successfully in a customer service delivery role You have experience of working in a call centre
Knowledge and Skills	<ul style="list-style-type: none"> An understanding of housing-related issues You can use a range of IT packages to support your work and are willing to learn to use new ones as required
Core Competencies	Customer focus <ul style="list-style-type: none"> You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction. Your approach gives residents confidence that you are committed to giving a great service. You are a customer service champion setting an example for all the service centre advisors on what great service looks like.
	Communication <ul style="list-style-type: none"> You can communicate effectively, clearly, and non-defensively with residents in writing, on the phone and face to face; you demonstrate patience and respect when dealing with the most demanding residents
	Working with others <ul style="list-style-type: none"> You work well across teams to deliver a great service for residents
	Liaising and networking <ul style="list-style-type: none"> You build strong relationships with your team, with contractors, authorities and service providers to get a great service for residents and can negotiate as appropriate to deliver results for Newlon and residents
	Achieving results and quality focus <ul style="list-style-type: none"> You have a track record of delivering results, challenging poor performance and coaching front line staff to ensure our customer service standards are met.

Core Competencies	Judgement and Decision making <ul style="list-style-type: none"> You can use your knowledge and experience to deal with complex cases with little support and to advise others on the best course of action. You can recognise service challenges and take action to avoid them.
	Financial/Numeric Awareness <ul style="list-style-type: none"> You can interpret information and use it to identify ways to improve services.
	Innovation <ul style="list-style-type: none"> You can devise creative solutions within agreed parameters delivering solutions that work for Newlon and the residents. You look for ways to improve processes, so they are more reliable, consistent and make us easy to deal with.
Management Competencies	<ul style="list-style-type: none"> Experience in establishing clear objectives and work standards and providing regular reviews and feedback. Being approachable and visible to team members To be able to lead by example and provide a clear role model for staff To be familiar with dealing with under-performance and taking speedy and decisive action as required. To be able to create opportunities for development and growth using a full range of development tools (e.g. coaching, training, shadowing) and sharing expertise and providing support as needed.