



Customer Lead

(Neighbourhood Housing Team Lead)

12-Month Fixed Term

Recruitment Pack

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“I find Cobalt to be a very friendly place to work, and the close connection to our tenants and communities is really motivating.”

“I’m so proud to be part of an organisation that is genuinely committed to making a difference in the communities we operate in.”

Welcome to Cobalt Housing

Thank you for your interest in the role of **Customer Lead**.

Now is a really exciting time to join Cobalt Housing, as we undergo a period of significant change and growth.

Cobalt was established in February 2003 following stock transfer from Liverpool City Council. We manage around 6,000 homes in the Croxteth, Norris Green and Fazakerley and Sparrow Hall areas of North Liverpool. In 2023, we launched our five-year Corporate Plan, with four headline priorities:



These priorities will see us invest in our existing homes, build new homes, introduce new technology and systems and develop our own in-house repairs team.

And that's where you come in.

Delivering our Corporate Plan relies on having the right people in the right roles. People who share our vision and values and who want to join an organisation embarking on an exciting period of transformation and growth.

At our heart is our customers, who live in the 6,000 homes we manage and the communities we operate within. As the majority landlord in the area, we engage in a wide range of economic, neighbourhood and community regeneration activities in the areas we serve. We listen to our customers, and use their feedback to shape the services we deliver.

When you work with us, you'll be part of a team who can make a real difference to both our customers and our colleagues

We encourage applications from people of all ages, ethnicities and life experiences in order to foster innovation and creativity.

I look forward to receiving your application.

Claire Griffiths
Chief Executive



About Us

We want to be known for the way we do things as much as for what we do. We strive to be a fulfilling and enjoyable organisation to work for and to work with. We know that people who are happy, motivated and enthusiastic will help us provide better services for our customers.



Our purpose

Everyone deserves somewhere to call home, a place to make their own, feel safe and secure, and set down firm foundations. The right home will help people to live well, realise their potential and achieve the things that are important to them.

Our mission

By providing quality places to live, and support to those who need it, we play our part in developing thriving communities where people are proud to live and can be their best.

Our values

Passion

We are passionate about the positive impact we can have on other peoples' lives.

Commitment

We are committed to the long-term success of our people, communities and neighbourhoods.

Integrity

We act with integrity and do the right things instead of the easy things.

Ambition

We are ambitious for ourselves and for those we help.

INVESTORS IN PEOPLE™
We invest in people Silver



Key terms and how to apply

Salary:

£38,231.35 per annum.

Contract type:

12-month Fixed Term Contract
Full Time

Location:

Lower House Lane, Liverpool, L11 2SF

Working Hours:

35 hours, Monday - Friday (09:00 - 17:00)
Flexible with start/finish times

Holidays:

28 working days per annum (based on a 5-day working week) plus bank holidays, plus 3 additional days for Christmas shut down, and up to 5 additional holidays added with length of service.

Pension:

Cobalt Housing belongs to the Social Housing Pension Scheme. This is an employer and employee contribution scheme.

Cobalt Benefits:

- Occupational sick pay
- Enhanced maternity/paternity leave
- Gym allowance (up to £20 per month)
- Cycle to work scheme
- Childcare allowance (£50 per child of pre-school age)
- Training/development opportunities
- Staff wellbeing programme
- Up to five days dependants leave per year

Probation period and references:

Any offer made and subsequent employment is subject to a six-month probationary period and two satisfactory references, one of whom should be from your current or most recent employer.

Eligibility to work in the UK:

Successful applicants are responsible for producing proof of entitlement to work in the UK before employment can commence.

Medical Clearance:

A pre-employment medical assessment may be offered from our Occupational Health Provider, to ensure all necessary reasonable adjustments and support are in place

Diversity:

We are committed to attracting a diverse range of applicants and creating a safe and inclusive working environment. This includes making reasonable adjustments during the recruitment process. Please let us know if this applies to you.

How to apply:

To apply for this role, please email an up to date CV and covering letter, clearly demonstrating how you meet the essential criteria, and send these to recruitment@cobalthousing.org.uk by Wednesday 27th November 2024.

Successful applicants will be contacted promptly to be invited to interview at a mutually suitable time and date.

We look forward to receiving your application.

Role Description

About the role

This role is a support to the Neighbourhood Manager in leading the customer relationship function within the wider Neighbourhood team, managing a small number of neighbourhood housing officers and processes within the team; which will include customer engagement, allocations and tenancy management and low level anti-social behaviour.

Role Summary

The Customer Lead will oversee the Neighbourhood Officers in a specific geographical area to support the delivery of core housing management functions, including allocations, void management, estate management, customer/resident involvement and promoting of Cobalt with our stakeholders.

The Customer Lead will be responsible for ensuring that targets and objectives are met including neighbourhood plans and community events. They will work with the Neighbourhood Manager and the Income and ASB (anti-social behaviour) specialist officers to identify and address wider neighbourhood and customer priorities and ensure that their team is motivated and supported.

The Customer Lead will actively maintain effective working relationships across the business and support the development of both internal and external relationships, particularly leading and nurturing our resident involvement initiatives in each locality and across the organisation.



Role Description

Main Responsibilities

- To assist with management of the Neighbourhood team and function within the wider neighbourhood team. To help to lead the delivery of flexible, effective and efficient housing management and customer interaction services, making best use of team resources and available budgets to tackle key identified issues.
- To help to create a supportive, fair and positive culture within which team members are motivated and can develop and maximise their skills and abilities. To use the Continuous Professional Development (CPD) and One-to-One processes effectively to deliver this.
- To assist with the Neighbourhood Plan approach to managing our neighbourhoods. Specifically, to help to gather information that identifies key issues and risks to be addressed and then creation and delivery of an action plan for each neighbourhood, in conjunction with other teams and stakeholders.
- Allocations – support and guide the team to ensure that properties are advertised and allocated at the earliest opportunity with full regard to targets for relets and the sustainability of tenancies. Assist with audits to ensure performance and conformity with process, legislation and our nomination commitment.
- Tenancy Management – lead the officers delivering housing management services, working closely with the ASB and Income specialist officers. To ensure that housing management functions are delivered in line with policies and procedures and to measure the outcomes.
- Customer Contact – lead officers to ensure all tenancy management or asset related matter are resolved as best as possible at first contact. Working with collaboratively to ensure supporting processes and procedure are robust to deliver excellent customer service.
- To work with the team, stakeholders and our legal advisors to agree and approve legal remedies to tackle varying tenancy breaches and protect communities
- To deliver an effective performance management framework within the team to ensure both team and individual performance targets are established, monitored and managed. To assist with the collation and submission of reports on agreed performance areas as requested.
- To actively participate and lead where requested our approach to Service Excellence by helping to develop Service Excellence Plans (SEPs) in conjunction with customers and colleagues. Ensure that these reflect emerging legislative changes, sector risks and opportunities.
- Work with local partners, promoting our products and services in line with corporate objectives and our values.
- Nurture, encourage and lead effective resident involvement within the neighbourhoods served, ensuring that all officers within the CRO team also engage positively with resident groups and individuals.
- To support the evolution of the customer experience with innovative technology.

Role Description

- To assist in the development of Strategies, Policies and Procedures as required and to ensure conformity within the team to these approaches.
- To assist with the management of employee related issues such as recruitment, induction and training, sickness and absence, health and safety, grievance and disciplinary, in line with procedures.
- To foster excellent customer relationships and embed this within the team, putting into practice learning from customer feedback.

Personal Specification
required based on job description

Attribute	Description	Essential / Desirable		How to be measured: Application form (A) Interview (I) Test (T)
Experience, Knowledge & Skills	Experience of managing teams to deliver Corporate objectives and excellent customer services.	E		A, I
	Experience and skilled in strong stakeholder management.	E		A, I
	Experienced and skilled in customer relationship management and in facilitating an excellent customer experience.	E		I
	Having a track record of working closely with residents to deliver improvement to services and localities	E		I
	Good knowledge of housing management, technical services, housing law and best practice relating to neighbourhood and tenancy management	E		A, I
	Experience of maximising the performance of services either through direct provision or partnership working.		D	A
	Able to drive forward improvement programmes and deliver change in a customer focused organisation	E		I
	Able to demonstrate a strong and enthusiastic personal leadership style which inspires confidence in staff, partners, residents and stakeholders.	E		I
Qualifications	Appropriate housing qualification or equivalent experience (or willing to study towards)	E		I
	Level 4 qualification in a Management discipline		D	A
Cobalt Values	Passion - We are passionate about the positive impact we can have on other peoples' lives	E		I
	Commitment - We are committed to the long-term success of our people, communities and neighbourhoods	E		I
	Integrity - We act with integrity and do the right things instead of the easy things	E		I
	Ambition - We are ambitious for ourselves and for those we help	E		I



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Cobalt
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