

PCHA

CONNECTING COMMUNITIES

Recruitment Pack

Customer Services Officer

PCHA 2024

Welcome from the Chief Executive, Karen Cooper

Thank you for your interest in the role of Customer Services Officer. This is a fantastic opportunity for the right candidate to join PCHA and make a real difference to our residents and community, during a significant period of growth and change.

Penge Churches Housing Association (PCHA) is a small community-based housing association with 413 homes in and around Bromley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun whilst we do it, so it's a great place to work.

We are in an exciting phase of our future. We have just entered into a partnership with the London Borough of Bromley to manage their housing stock on their behalf. This is approximately 270 additional homes, including some temporary accommodation, with more homes in the pipeline.

Our residents and our values are at the heart of everything we do, and we expect every member of the team to support and drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to both PCHA and our residents. This role is a critical and exciting one for the right person and could offer a great opportunity for someone wanting a career in housing.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. The next 12 to 18 months will see significant change and so we need staff who thrive in a fast-paced environment. We believe we punch above our weight and want staff who can do the same!

We have a committed and enthusiastic staff team and we need staff that can support PCHA to deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a positive impact then this could be the role for you.

Should you wish to have an informal chat about the role, please call myself or Sian Llewellyn on 020 3434 5331.

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance
- We seek to make sound business decisions and be well governed and managed

Working in Partnership

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

Being Kind

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

...Making a Positive Impact

Our Strategic Objectives

Our Services

- ❖ *Providing excellent services we are proud of*
- ❖ *Doing the Basics brilliantly*
- ❖ *Putting residents at the heart of what we do*
- ❖ *Working positively and holistically with residents to help them to sustain their tenancies*

Our Homes

- ❖ *Providing and maintaining homes we are proud of*
- ❖ *Providing homes that are decent, safe and green*
- ❖ *Delivering more rented homes for the local community*

Our Community

- ❖ *Making a positive impact in the wider community*
- ❖ *Work in partnership with others to proactively support our residents and local community*

Our Business

- ❖ *Being a modern, agile, resilient and forward-thinking business*
- ❖ *Maintaining financial strength, ensuring we have the resources to deliver our objectives*
- ❖ *Driven by our vision and values*

Our People

- ❖ *Building strong and positive relationships based on trust and mutual respect*
- ❖ *Creating a culture of collaboration and shared accountability*
- ❖ *Being agile, light of foot and resilient in the way we work*

Our Services

- ❖ ***Providing excellent services we can be proud of***
- ❖ ***Putting residents at the heart of what we do***
- ❖ ***Working positively and holistically with residents to help them to sustain their tenancies***
 - Develop and deliver a range of services to meet the diverse needs of our residents
 - Deliver a proactive tenancy management service, to both support residents and protect PCHA
 - Develop a mature relationship with residents, ensuring there are clear responsibilities and expectations on both sides
 - Treat residents as individuals and provide enhanced support tailored to their needs
 - Offer more ways for residents to engage with us at a time that suits them and deliver solutions that improve customer satisfaction
 - Proactively seek, respond to, and learn from residents' feedback and complaints
 - Provide excellent customer service, treating residents with respect
 - Deliver communal services that maintain a high standard and deliver value for money
 - Ensure services reflect the diversity of our community
 - Measure and review our performance to ensure we are delivering added social value
 - Be accountable to, and transparent with, our residents giving a range of opportunities for residents to scrutinise our performance

Our Homes

- ❖ ***Providing and maintaining homes we can be proud of***
- ❖ ***Providing homes that are decent, safe and green***
- ❖ ***Delivering more rented homes for the local community***
 - Develop and deliver a range of homes to meet the needs of the people in our community
 - Understand our assets and have an asset management strategy that ensures the most effective use of, and investment in, our stock
 - Aim to ensure our rents and service charges are considered by residents to offer good value for money
 - Maintain our homes to a high standard, ensuring homes are decent, safe and warm

- Ensure our communal spaces are safe and pleasant places to live
- Understand the costs of maintaining our homes now and in the future and make sound decisions around re-investment and or disposal
- Ensure decisions about property investment are clear and transparent
- Deliver a proactive responsive repairs service, ensuring clarity about our respective responsibilities
- Have a clear focus on building safety and ensure we respond quickly to any H&S concerns raised by residents
- Work towards improving energy efficiency in our homes and meeting the 2030 target to achieve Band C SAP rating in our homes and the 2050 carbon neutral target

Our Community

- ❖ ***Making a positive impact in the wider community***
- ❖ ***Work in partnership with others to proactively support our residents and local community more widely***
 - Work collaboratively and develop effective partnerships to help us further our objectives
 - Ensure PCHA has a positive voice and reputation within the local community
 - Work with others to tackle homelessness and social injustice locally
 - Work in partnership to create sustainable communities

Our Business

- ❖ ***Being a modern, agile, resilient and forward-thinking business***
- ❖ ***Maintaining financial strength, ensuring we have the resources to deliver our vision and objectives***
- ❖ ***Driven by our vision and values***
 - Safeguard, and make the best use of, our assets and resources
 - Respond positively to changing economic, social and political environments and adapt effectively to changing markets and needs
 - Ensure our business reflects modern ways of thinking and working, with a focus on enhancing services
 - Make sound business decisions in line with our values, taking appropriate risks, to protect and develop the business

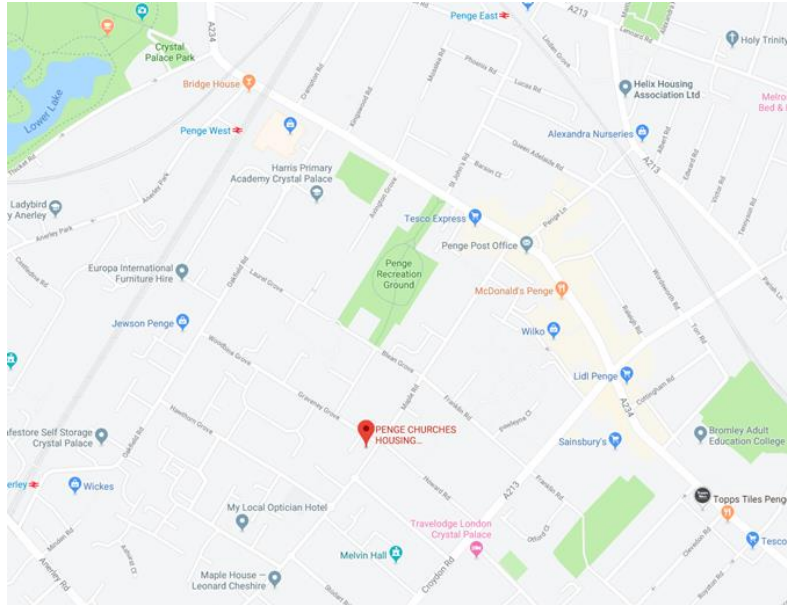
- Improve productivity to release capacity to focus on the things that make a positive difference
- Manage risk in proactive way to ensure our strategic objectives and business continuity are not jeopardised, ensuring we are agile in the face of emerging risks
- Work in an environmentally friendly way and seek to reduce our carbon footprint
- Be well governed and managed at all times

Our People

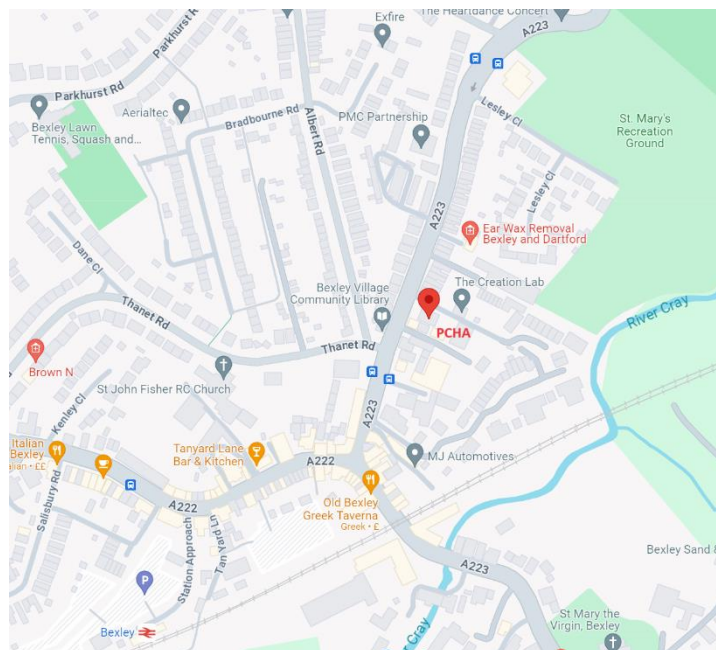
- ❖ ***Building strong and positive relationships based on trust and mutual respect***
- ❖ ***Creating a culture of collaboration and shared accountability***
- ❖ ***Being agile, light of foot and resilient in the way we work***
 - Create and maintain a vibrant, positive, forward-thinking team
 - Offer a flexible and agile working environment that fits with individuals' personal commitments and lifestyle choices as far as possible
 - Develop the staff and board team to ensure the business is well governed and managed
 - Be a good employer that supports, engages and manages staff, with clear expectations on both sides
 - Have a clear performance framework that supports excellence and drives up performance
 - Embrace and celebrate the diversity of our team

About PCHA – Our Offices

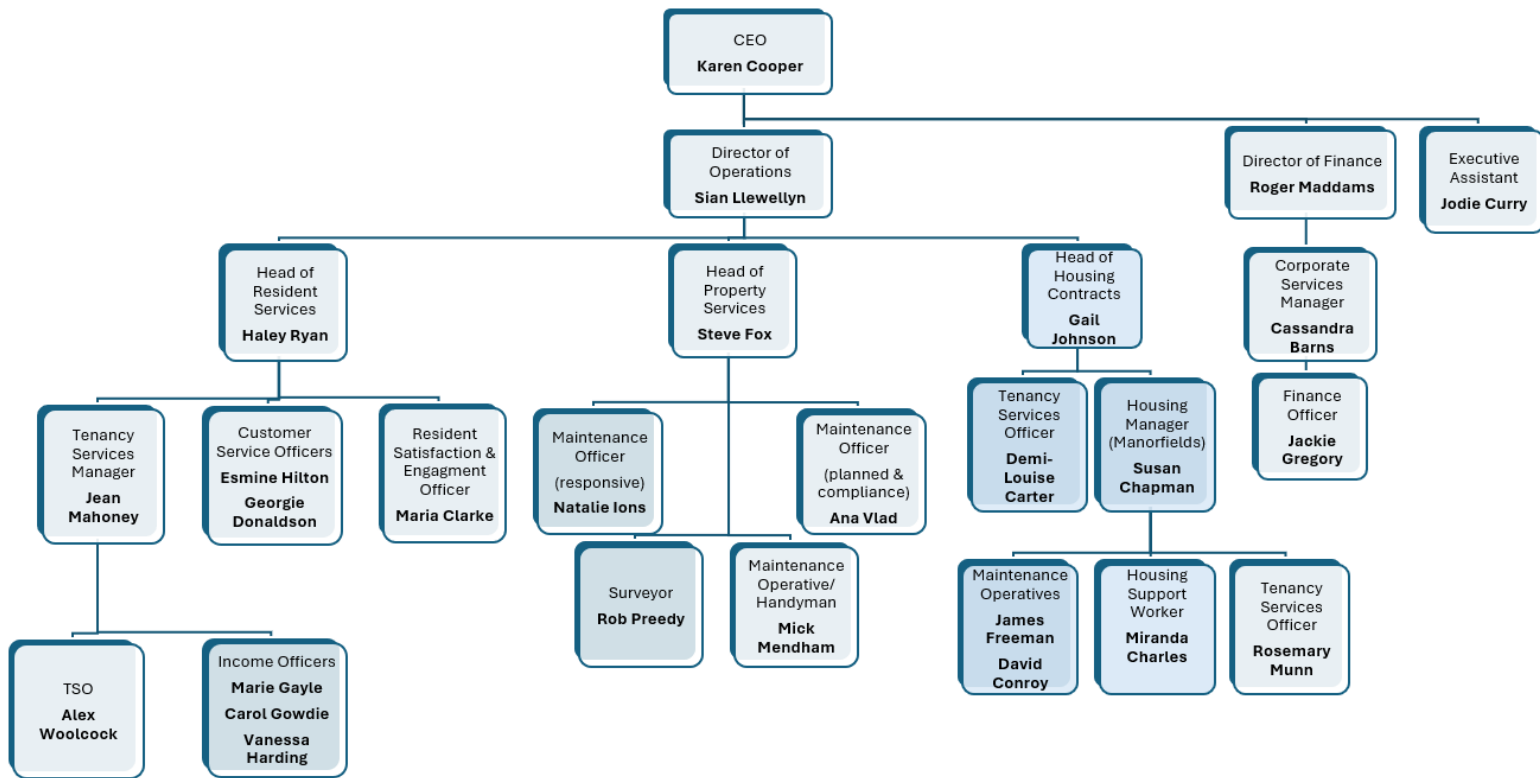
PENGE – Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



BEXLEY – Based in Bexley Village, DA5, our current office is within a 5-minute walk of Bexley station, with the shops and cafes of Bexley close by. We have parking on site.



Structure Chart 2024



Key Terms and Conditions

- Basic Salary circa £33k
- Hours: Full time, 35 hours per week
- Location: Agile working in place (Bexley/ Penge offices and home) with the expectation that 2-3 days per week will be in the office
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave (5 days)
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards

There is a 6 month probation period for this post.

Job Description and Person Specification

SUMMARY OF POST

To provide a comprehensive customer focused service to existing and potential PCHA residents in accordance with policies, processes and procedures, providing a positive image of PCHA at all times. The post holder will be responsible for delivering a service to meet the individual needs of customers and wherever possible resolving enquiries at first point of contact.

Additionally, the post holder will play a key role in the effective delivery of PCHA's tenancy management and repairs services; providing a modern, responsive and holistic service to support residents to enable them to maintain their homes and sustain their tenancies successfully. The postholder will ensure residents remain at the heart of PCHA's service and that they are engaged in a positive and proactive way.

1. Key Tasks

- 1.1 To provide a positive image of PCHA to residents, stakeholders and others at all times.
- 1.2 To deliver an excellent customer service to residents on the phone, by email and in person. To deal with queries, feedback and concerns ensuring our approach to residents is proactive, positive and non-judgemental at all times; the focus is on delivering a customer service that is positive, efficient and in line with PCHA's values.
- 1.3 To deal with all initial complaints, trying to resolve at first contact wherever possible and only escalating if necessary; the focus is on early resolution, proactive communication and being accountable.
- 1.4 To maximise PCHA's income by processing rent payments and dealing with rent account queries and to assist the team in managing rent arrears.
- 1.5 To take reports of ASB, recording and dealing with any low-level incidents and escalating where necessary.

- 1.6 To assist in tenancy audits and welfare checks, identifying any possible tenancy breaches and/ or support needs as appropriate and signposting/escalating as appropriate.
- 1.7 To assist the team to re-let empty homes within target times in accordance with our policies.
- 1.8 To signpost applicants and residents to the team or other support agencies in respect of benefits or support.
- 1.9 To work with the team to ensure residents are engaged and involved as much as possible.
- 1.10 To assist the team with the effective management of the arrears, voids and allocation processes to ensure that we meet our KPIs.
- 1.11 To maintain resident's, stakeholder's and repairs records on the housing management IT systems to ensure all data is both accurate and up to date.
- 1.12 To take repair requests and process accordingly, issuing works orders and arranging pre and post inspections as appropriate.
- 1.13 To liaise with contractors and residents to ensure work is completed to agreed timescales and ensure residents are kept informed throughout the process.
- 1.14 To work with the team to ensure the gas safety (and other H&S) programmes are delivered to ensure compliance, liaising with residents to ensure access is obtained.
- 1.15 To log and follow up on any resident satisfaction surveys and carry out random customer service surveys.
- 1.16 To issue works/tasks for the Maintenance Operative/Handyman as appropriate.
- 1.17 To ensure all tenancy files are maintained and to provide administrative support and cover to the operational teams as required.

2 General

- 2.1 To work flexibly and positively as part of a small team
- 2.2 To put residents first at all times, providing a high standard of customer service both internally and externally.
- 2.3 To work in accordance with, and promote, PCHA's values at all times.
- 2.4 To adhere to the spirit and requirements of PCHA's equality, diversity and inclusion policy.
- 2.5 To abide by all policies and procedures as required.
- 2.6 To maintain confidentiality and comply with GDPR requirements.
- 2.7 To represent PCHA as required and portraying a professional image at all times.
- 2.8 To exercise a duty of care with respect to the health and safety of all.
- 2.9 To undertake any other reasonable duties that may be required from time to time.

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time as directed by the management team.

Person Specification:

	Education and Qualification	Essential	Desirable
1.1	Good level of education, literate and numerate	<input checked="" type="checkbox"/>	
2			
2.1	Experience of delivering an excellent frontline customer service/working with the public	<input checked="" type="checkbox"/>	
2.2	Experience of handling challenging customers and dealing with complaints		<input checked="" type="checkbox"/>
2.3	Experience of housing management, ideally gained in a housing organisation		<input checked="" type="checkbox"/>
3	Skills and Ability		
3.1	Excellent communication skills, written and oral. Excellent telephone manner. Positive can do approach and the confidence to handle challenging situations	<input checked="" type="checkbox"/>	
3.2	Excellent IT, organisational and administrative skills, particularly word, excel and Outlook	<input checked="" type="checkbox"/>	
3.3	Good numeracy skills	<input checked="" type="checkbox"/>	
3.4	Ability to take a stay calm and take a firm but fair approach to residents and contractors	<input checked="" type="checkbox"/>	
3.5	Ability to multi-task and work accurately to tight deadlines in a pressurised environment	<input checked="" type="checkbox"/>	
3.6	A strong team worker with the ability to build effective relationships and partnerships	<input checked="" type="checkbox"/>	
3.7	Ability to maintain confidentiality and professional boundaries	<input checked="" type="checkbox"/>	
3.8	Ability to understand /follow policies, processes and procedures	<input checked="" type="checkbox"/>	

3.9	Able to think and work autonomously with strong problem-solving skills	<input checked="" type="checkbox"/>	
4	Behavioural		
4.1	Builds strong relationships <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Behaves in a fair-minded and non-judgemental way • Is inclusive and values the individuality and diversity of others • Is positive with has a can do approach 	<input checked="" type="checkbox"/>	
4.2	Delivers excellent customer service <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Is people focussed and treats people as individuals • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 	<input checked="" type="checkbox"/>	
4.3	Acts with Integrity <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy 	<input checked="" type="checkbox"/>	
4.4	Planning and Organisation <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	<input checked="" type="checkbox"/>	
4.5	Being Ambitious <ul style="list-style-type: none"> • Prepared to take measured risks to drive improvements and growth • Willing to embrace change and respond positively to new opportunities 	<input checked="" type="checkbox"/>	
5	Commitment / Other		
5.1	Ability to work flexibly within the team	<input checked="" type="checkbox"/>	

Advert

Customer Services Officer

5 days per week.

Location – agile working (Penge and Bexley Offices and Home).

Salary circa £33k

PCHA is a successful, small community-based housing association, based in Penge and Bexley, south east London. We own and manage 413 homes and manage another circa 270 on behalf of the London Borough of Bexley. We are passionate about working together with our residents and making a positive impact in everything we do.

We are seeking to recruit a proactive Customer Services Officer to provide a fantastic service to our residents, being the first point of contact for residents and dealing with all day-to-day housing and repair queries. This role is crucial to our future success, ensuring the service we provide to residents is positive and proactive. We have a small but dynamic team and this means that you will have the unique opportunity to make a real difference to both PCHA and our residents. This role could also offer a great opportunity for someone wanting a career in housing.

We are looking for a real people person who is a great communicator and is able to build positive and successful relationships with a diverse range of people. In addition, the successful candidate will need to:

- have a positive outlook and approachable manner
- be customer-focused and able to solve problems
- be highly organised, with good admin and IT skills
- be resilient and able to stay calm under pressure

The postholder will be expected to work in an agile way, working flexibly between home and office.

If you would like to find out more about the role please contact Haley or Sian at haley@pcha.co.uk or sian@pcha.co.uk

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

Please outline:

5. How you meet the person specification
6. Why you are interested in the role

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than** 8 pages in total.

All applications must be submitted by email to Jodie at jodie@pcha.co.uk

Completed applications must be received by **9am on 25th November 2024***

* Please note this deadline may be extended.