



## ALBYN HOUSING SOCIETY LIMITED JOB DESCRIPTION

### 1. IDENTIFYING FACTS

<b>Title of Job:</b>	Director of Customer Services
<b>Location:</b>	Invergordon / Remote working
<b>Number of Jobholders:</b>	1
<b>Title of Line Manager:</b>	Group Chief Executive Officer
<b>Responsible for</b>	2 x area managers, and through them, all staff within the Customer Services directorate.

### 2. JOB PURPOSE

The Director will provide Executive leadership to all functions and services within Customer Services

Provide strategic and collaborative leadership and management to develop and deliver the Group's Business Plans, Strategies and Policies, to ensure a customer focussed high quality, high performing customer services throughout Albyn Housing Group.

To support and advise the Group Chief Executive and the Boards within the Group on all operational and strategic matters concerning customer services.

Lead on a range of partnership working with external agencies, including government, local authorities, and other service providers.

Work collaboratively with the Executive Team and lead your teams to drive a values-based, outcome-focussed service to tenants and other customers.

### 3. Key Results Areas

#### Customer Services

1. Lead a high-quality service through direction of the Customer Services teams and functions and be the senior professional advisor on tenancy and customer service issues to ensure the effectiveness and continuous improvement of the Customer Services teams.

2. Lead the management, development, performance, and continuous improvement of all Customer Services areas of operation.
3. To direct the area managers to ensure active, visible operational leadership in the North and South regions, to drive high levels of performance, service delivery and local initiatives, in a positive values-based culture
4. Support the Customer Services Managers to achieve required performance levels for the key activity areas of Allocations, Anti-Social Behaviour, Rent Arrears and Repairs & Maintenance, and ensure that all relevant targets and service standards are met or exceeded.
5. Provide and advise the Group's Boards with the relevant information they require to provide assurance and ensure good governance
6. To regularly demonstrate visible leadership with regional teams
7. Be the lead advisor to Executive Team and Boards on customer relationship management, and provide expert advice on relevant policies, procedures, and legislation to ensure a consistent and safe approach to managing the organisation.
8. Initiate, lead, and promote Partnership working internally and externally to drive and deliver organisational strategies, KPIs and SLAs.
9. Lead, develop and motivate all direct reports to support their personal development journey and to provide an excellent service suited to current and future organisational needs.
10. Overall management and accountability for the budgets within Customer Services to ensure service in line with strategic goals
11. Assist the Group Chief Executive in the production of departmental strategies, and operational plans and ensure their effective delivery.
12. Work collaboratively to ensure effective business planning, business continuity planning and risk management in customer services and the wider organisation.
13. Establish and maintain effective partnerships and positive external relationships to benefit the Group and raise the Group's profile and create opportunities.
14. Identify continuous improvement and innovation in all Customer Services provision areas of the Group.
15. Ensure compliance with all Regulatory matters relating to customer services, including the Scottish Social Housing Charter
16. Carry out any other duties to the standards set as may reasonable be required by the business needs of the Society.

## Person Specification

Criteria	Essential	Desirable
<b>Education &amp; Training</b>	Educated to degree level or equivalent	Qualified to post-graduate level
	Member of CIH or equivalent professional body	Evidence of Continued Professional Development
<b>Skills</b>	Decisive decision maker using the provision of insights, strategy and solutions that support the business plans and objectives.	
	Ability to clearly present to various internal and external audiences. A clear and open communicator with excellent written and verbal communication skills	
	Able to produce management reports to a high standard of content, accuracy, and presentation.	
	Able to forward-plan effectively and to identify well-thought through management solutions	
	Able to handle the demands of a changing business setting and an ability to set standards of performance, conduct and support for staff, based on Albyn's values	
<b>Experience</b>	Substantial experience in Senior or Executive roles	Experience of senior strategic management, policy development and service improvement
	Experience of leading customer service teams/functions at a senior level	Experience of third sector or housing association environments
	Extensive experience of advising Boards and/or Committees at a senior level	Experience of tenant/user-focused services
	Experience of operating in a regulated environment	Experience of working within the Scottish Housing Regulatory framework
<b>Personal Qualities</b>	Ability to influence and persuade through personal credibility, integrity, and professionalism.	
	Create an environment which empowers others to make decisions whilst assessing and overseeing risk.	
	Able to motivate and manage business change	
	Resilient and determined	
	Enjoys working with people; staff and customers	