

Job Profile: Customer Services Officer (Single Pathway Service)

Job Title: Customer Services Officer

Job Grade: Level 2. Zone 2

Salary Range: £34,580 - £36,917

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the team/service

The Single Pathways Service delivers Accommodation Based Support and Pathways Move on Services. However, our hostels and supported accommodation for homeless people in Camden are designed to offer a 'Pathway' towards independent living with consistent levels of service and support, with the emphasis on delivering person-centred support, addressing the specific needs of the service user. The Pathway values people's differences, inclusive and promotes equal opportunities.

About the role

An opportunity has arisen within the Camden's Single Adult Pathways Service (SPS) for a Customer Services Officer for a comprehensive customer focused front line service for vulnerable residents living in Camden's Adult and Young People in-house hostels, visitors to SPS schemes and repairs and maintenance operatives, and applying sound judgement in assessing their needs and resolving their query directly or referring them where a more specialist response is required.

The ideal candidate will have worked in a homelessness as an adviser or in similar role for delivering accommodation based front-line support, floating support, or related services to vulnerable people with complex needs and those in housing needs. The post holder must have excellent communication skills and be part of the team at the hostel to deliver this service in addition:

- A dedicated point of contact for all internal and external communications to the hostel including phone calls, correspondence, emails, and personal callers with most enquiries dealt with on a right first-time basis.
- Provide comprehensive administrative support ensuring all information management systems, manual records and logs are accurate and kept up to date.

- To provide sign up and comprehensive hostel induction to residents and to complete all associated paperwork within the specified timescales and ensure information given to residents is accurate and up to date.
- Accurate and timely updates to tenancy management systems and relevant teams to ensure voids are available for letting and rooms are started and ceased within defined timescales to avoid loss of income.
- Provide end to end access to a comprehensive repairs and maintenance service in conjunction with colleagues within Housing Solutions Operational teams, and relevant Camden Repairs services.
- Operation of the visitor's signing in/out procedures, to ensure residents and staff are kept safe from unauthorised intruders. Working with colleagues to report and remove unauthorised persons in line with procedures.
- Reporting and assisting colleagues in the management of anti-social behaviour and other licence breaches that occur on site.
- Ensure that all resources necessary to the running of the hostel site are ordered, distributed/made available when necessary.
- All noticeboards and displays in the premises are maintained correctly and comply with all relevant legislation, with communications that are accurate, relevant, and up to date.
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About you

- Fully proficient in Microsoft Office Packages including Outlook, Word, Excel.
- Experience of delivering high quality customer services and lone working.
- The ability to make high quality decisions on the front line to ensure that enquiries are resolved at first point of contact.
- At least one year's experiencing of working within a customer service environment.
- Ability to work as part of a team to achieve the best outcome for customers.
- Working knowledge of Health and Safety legislation and the ability to comply with the council's health and safety policies and procedures.
- An understanding of Children's and Adult's safeguarding and ways to address concerns.
- Working knowledge of data protection legislation and information sharing protocols.
- Effective oral and written communication that can be adapted to communicate with a diverse and challenging client group.
- Ability to identify and address, directly or by appropriate referral, the equalities need of customers.
- Demonstrable ability to engage sensitively with residents to address their needs.

Work Environment:

- The primary location will be one of the single pathway hostels in the London Borough of Camden, although staff may be asked to cover reception services at a family hostel or other location by the management team, at any point.

- Reception services officers will be working with residents who are homeless and some of whom have complex needs and exhibit challenging behaviour. There may be occasions that clients behave in an aggressive or challenging manner. Staff will receive the appropriate training to minimise the risks they face.
- Reception services officers may be required to work with residents who are actively using drugs and engaging in other high-risk behaviours. Consequently, there may be occasions when staff are required to work with clients with infectious diseases. Staff will receive the appropriate training to minimise the risks they face.
- The post holder must have the ability to plan and monitor their personal time effectively and work effectively to deadlines.
- Reception services in hostels operates between 09.00 and 17.00 Monday to Friday but there may be times when service demands from vulnerable residents will not conform to these times and the post holder will have to be flexible to respond to these needs.
- The post holder must be able to identify problems and be proactive in proposing solutions to achieve satisfactory outcomes for the customer.
- The post holder will work with the Singles Pathways Team Manager and Senior Resident Services Officer to review systems and procedures to continuously enhance and improve the service provided.

People Management Responsibilities:

- N/A

Relationships:

- Single Pathways Service
- Camden Repairs service
- Landlord Services
- Housing Needs Group
- Adult Social Care
- Housing Solutions Operational teams
- External agencies
- Residents

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people, or people with long-term health conditions. If you would like us to do anything differently during the application, interview, or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG