**Job Profile Information: Customer Assurance Advisor**

**This supplementary information for Customer Assurance Advisor is for guidance and must be used in conjunction with the Job Capsule for Level 4, Zone 1. Camden Way Category 4.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

* Provide the lead on customer assurance issues across repairs and improvements. Co-ordinate customer assurance processes and casework management by effectively managing a team of Customer Liaison Officers.
* Provide analysis of casework trends and causes of failure demand so that the Division can continuously improve the delivery of Right First Time. Support service improvement activity led by the Repairs Team Manager across the repairs service.
* Provide effective casework support to senior management and conduct reviews (including Statutory and LGO reviews), appeals, complaints and senior level MP/member enquiries owning, co-ordinating and managing these cases to a successful conclusion by investigating, assessing and identifying appropriate solutions.
* Make sure that case work is progressed in accordance with statutory and corporate deadlines and to comply with all relevant legislation and Council policy.
* Make sure casework data is effectively compiled and monitored by the Customer Liaison Officers so that volumes, trends and issues can be identified.

**Example outcomes or objectives that this role will deliver:**

* To provide an efficient and responsive case management service, ensuring that all reviews, complaints, appeals and senior level MP/member enquiries for the service area supported are dealt with in accordance with legislation and Council policy, and in compliance with statutory and corporate deadlines.
* Work with the Repairs Team Manager to drive service improvement and the development of Right First Time across the repairs service.
* To work directly with Councillors and Senior Managers including Heads of Service and Assistant Directors to manage complex and politically sensitive repairs cases from end to end.
* Work with the Case Management Officers to identify best practice and establish how casework can be managed most effectively. Provide coaching to Case Management Officers and Customer Liaison Officers on best practice.
* Manage the Customer Liaison Officers and make sure that casework is distributed effectively across the Case Management Officers supporting the Division. Make sure data is accurately collected and available for reporting. Provide reports on data collated and managed by the Customer Liaison Officers, including complaints trends and satisfaction data.
* Manage casework effectively by making sure stakeholders, especially the MP, councillor and/or customer, are regularly updated on progress in addressing the issues raised until they reach a satisfactory conclusion, communicating decisions and raising any operational matters arising from case outcomes to relevant officers.
* To liaise with the Council’s Legal Department and client’s legal representatives to agree decisions, discuss matters of law and interpretation, draft affidavits and attend court wherever necessary and work with the Camden Insurance team to ensure all claims against the Council are dealt with appropriately.
* To provide advice as requested by senior officers and managers helping to ensure their decision making is in line with statute, case-law and policy relating to the service area supported.
* To authorise any service provision required as a result of a statutory review or case review (e.g. extension or provision of temporary accommodation, building repair etc.) up to a level agreed with the Team Leader (notional value £10,000) or recommend to Customer Assurance Team Leader for service provision that exceeds the agreed limit
* To keep up to date with statute, case law, policies and initiatives for the service area supported within Housing & Adult Social Care to ensure that all responses to Councillors, customers and other Stakeholders are in line with current legislation, policy and procedures
* To represent the repairs service on matters arising from the casework both within and outside the Council, including at court and at public meetings and by attending relevant stakeholder forums and joint working groups as required
* All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

**People Management Responsibilities:**

* The post holder will be responsible for line managing 3 Customer Liaison Officers and external consultants / contractors as required.

**Relationships:**

**Communications and working relationships**

* The post-holder will need to be able communicate effectively using a range of methods including the use of the telephone, e-mail and written correspondence.
* Team working is essential for delivery of the service and the post-holder will be expected to fully contribute to this way of working. It requires a positive approach and willingness to assist, from time to time, in areas not directly connected with the main duties and responsibilities of the post.
* The work requires an adaptable and flexible approach to be taken in the delivery of services to residents and often requires the ability to influence agencies outside of the Property Management Directorate to work together to deliver the desired result for our Councillors and customers.
* The post holder will need to be confident when working with senior management, elected members and other internal and external stakeholders.

**Innovation (decision making and creativity)**

* A high level of initiative is required to find solutions to complex problems and the job holder will need to be creative in the application of policy and procedure to get the issues resolved without any unnecessary delay.
* The post holder will need to take into account each resident’s circumstances and use their initiative to ensure that the customers’ individual needs are met. At this level the jobholder will have the authority to authorise work compensation and other remedies (notional value £10,000).
* The post holder will lead on the identification of trends and best practice and will be expected to recommend improvements to service delivery.

**Work Environment:**

* The post-holder will be working autonomously and will need confidence in their knowledge and experience of facilitating Housing & Adult Social Care staff to make the decisions required to resolve their cases, only referring to senior managers in exceptional circumstances.
* The nature of the work will involve dealing with the customers who may be distressed and may be verbally aggressive.
* The post-holder will be dealing with Solicitors/Law Centres challenging actions or decisions made by the Council requiring the confidence to defend the Council’s position.
* The post-holder will be expected to respond to fluctuating levels of enquiries, manage personal time effectively and to work under pressure and to deadlines.
* The post-holder will need to be aware of and make decisions in the context of the customer’s needs (including specific requirements e.g. disability)

- Health & Safety regulations

- Housing & Adult Social Care policies

- Child protection and vulnerable adult considerations

- Leaseholder Service and Major Works charging legislation

* The post-holder will have to prioritise and be able to multi task to stay in control of workload
* The post holder will be expected to spend time out of the office and this may be as a lone worker visiting and inspecting tenanted and vacant properties and construction sites and premises where they may be subject to noise and dirt. This can involve being outside in all weathers and could involve climbing ladders and inspections from scaffolding.
* The post-holder will occasionally have to attend evening or weekend meetings on site or in a customer’s home to resolve some of the more complex issues
* The post-holder will work in a flexible working environment and will be required to hot-desk

**Technical Knowledge and Experience:**

* The post-holder will require a detailed knowledge of housing legislation and policy and be confident in interpreting statute and case law in order to discuss cases with customers, their advocates and solicitors who may be making legal challenges of Council actions or decisions.
* A high level of initiative is required to find solutions to complex problems and the job holder will need to be creative in the application of policy & procedure in order to get the issues resolved without any unnecessary delay.
* The post-holder will need tact and sensitivity to deal with a wide range of customers with a variety of needs and who may be distressed or verbally aggressive
* The post-holder will need to be able to adapt to changing and conflicting priorities and ensure that all cases are managed effectively and that deadlines are met.
* Experience and ability to work within a reactive fast paced environment, liaising with residents, TRA groups, Councillors and MPs, working with Contractors and other Camden teams to co-ordinate complex end to end repairs work.
* Excellent verbal and written communication skills including excellent letter / email writing skills.
* Effective IT skills e.g. Microsoft Office.
* Casework skills desirable, but not essential

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**