

## **Job Profile - New Homes Customer Care Officer**

**Job Title: New Homes Customer Care Officer**

**Job Grade: Level 3 zone 2**

**Salary Range: £34,629 - £40,171**

### **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.

This role is part of the CIP New Homes Team. The New Homes Team act as single point of contact for all residents moving into a brand new CIP homes to ensure continuity of service during the transition to from construction into 'Use'. The New Homes Team will also work closely with Housing and Property management services during this transition.

### **About the role**

In this role, the New Homes Customer Care Officer will work as part of a small team to ensure that all new homes are handed over to residents as part of an effective and customer focused aftercare service. The New Homes Team 's aim is to maximise customer satisfaction with their new home,

- To work with development delivery teams within CIP, helping to deliver high quality buildings and information about the buildings.
- To provide high quality services to incoming customers through home user demonstrations.
- To proactively manage responses to complaints arising from poor contractor performance in the resolution of defects, acting as a resident champion in this instance, and look to consult closely with development delivery teams on all technical matters;

- To achieve a high level customer satisfaction on after sales service, fielding enquiries from the client/end user, tracking and monitoring responses, and inputting into end of project reviews (as part of a full 360 degree review of new schemes handed over by CIP);
- To deal with issues that affect customers and require speedy resolution to ensure efficient delivery of services and results;
- To liaise with customers from pre-allocation to handover keeping all customers informed of progress towards completion;
- To undertake necessary inspections and customer care visits to resolve enquiries and organise after care visits to new home owners and tenants.

### **About you**

- Experience of working with residents and contractors to deliver high quality customer service
- A desire to offer the highest standards of customer service;
- Knowledge of housing and leasehold management issues;
- Well-developed interpersonal, negotiating and influencing skills, capable of building relationships with a range of contractors, residents and colleagues across the council
- Creative thinker in problem solving and demonstrable ability to deal with a wide range of customers and negotiate / troubleshoot outcomes that can provide solutions for all parties;
- Excellent verbal and written communication and presentation skills;
- Good IT skills in all main Microsoft Software and ability to easily pick up the use of new systems;
- Willingness to travel and work flexible hours where necessary including evenings and weekends where required.

### **Work Environment:**

Office based with periods of time spent outdoors including visits to building sites that will require wearing protective clothing.

### **People Management Responsibilities:**

This post has no people management responsibilities

### **Relationships;**

The role's main contacts outside the New Homes Customer Care Team will include:

Internal:

- Members of Development, Sales, Marketing and CIP Programme Management teams within the Development Division
- Members of the Camden Customer Services team's Inc. maintenance, housing management, and asset management.

External: (to include, but not be limited to)

- Contractor on site team
- Contractor's Defects and Aftercare teams
- Project consultants including Clerk of Works and Employers Agents
- Other representatives from LB Camden's appointed Contractors

### **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**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,