



Tower Hamlets **Community Housing**

Role Profile

Job title	Customer Service Manager
Hours per week	37.5
Reporting to	Head of Customer Service
Responsible for	Customer Service Team
Role purpose	<p>This role calls for a strong leader who can support a diverse, high-performing team, dedicated to understanding and meeting the needs of our residents. As the Customer Service Manager, you will lead the daily operations of our Customer Service Centre, making sure we deliver excellent service to our residents across all channels - phone, email, and face to face. We're looking for someone who's genuinely passionate about creating a great customer experience and who can lead by example, inspiring the team to constantly improve.</p>

Key Objectives

- Lead and develop a high-performing team: Inspire, coach, and manage a diverse team to consistently deliver excellent customer service, fostering a positive and resident-focused culture within the contact centre.
 - Oversee multi-channel operations: Ensure efficient management of all resident interactions across phone, email, and face to face, meeting service level agreements and achieving key performance indicators.
 - Drive continuous improvement and customer satisfaction: Analyse customer feedback, identify improvement opportunities, and implement processes that enhance the resident experience, ensuring service quality and compliance standards are met.
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Main Responsibilities

Leadership & People Management

- Lead, coach, and develop a team of customer service advisors to provide an exceptional resident experience, creating a positive, collaborative work environment.
- Foster a resident-focused culture within the team, emphasising the importance of empathy, patience, and proactive problem-solving.
- Set clear performance objectives, regularly monitor individual and team performance, and conduct performance reviews.
- Identify training needs and facilitate regular development opportunities to ensure the team is skilled and motivated.
- Act as a role model, consistently demonstrating enthusiasm and commitment to customer service excellence.

Operations Management

- Oversee the operation of a multi-channel contact centre, ensuring effective management of inbound and outbound customer interactions across all channels.
- Monitor and manage key performance indicators (KPIs), including resident satisfaction scores, response times, and first-contact resolution rates, to maintain high service standards.
- Implement effective workforce management practices to optimise staffing levels, shift patterns, and resource allocation.
- Develop and maintain service level agreements (SLAs) and escalation procedures, ensuring consistent delivery of quality service.

Resident Experience Enhancement

- Regularly review and analyse resident feedback to identify trends, areas for improvement, and opportunities to enhance the resident experience.
- Proactively identify and implement improvements to processes and systems that reduce wait times, improve first-contact resolution, and increase overall efficiency.
- Champion a culture of continuous improvement within the team, encouraging suggestions from all team members and actively engaging in innovation.
- Collaborate with other teams, such as Housing and Repairs, to ensure a seamless experience across the entire resident journey.

Quality Assurance & Compliance

- Ensure all interactions comply with THCH policies, procedures, and regulatory standards, maintaining a high standard of professionalism.
- Conduct regular quality assurance audits on interactions, providing feedback and coaching to maintain and improve service quality.
- Handle escalated complaints or complex cases as necessary, working with residents to find satisfactory solutions and preventing further issues.
- Maintain up-to-date knowledge of housing policies, customer rights, and sector best practices.

Reporting & Analysis

- Prepare and deliver reports on key metrics, resident satisfaction scores, and service trends for senior management and other stakeholders.
- Utilise analytics to understand demand patterns and adjust operational processes as necessary.
- Evaluate team performance against targets and identify opportunities for further training or system enhancements.

Risk Management & Compliance

- Actively access and manage the risks in areas associated with the post and develop actions to mitigate the risk.
- Establish procedure to provide ongoing assurance and complaints against regulatory compliance.

General

- Contribute collaboratively and positively to the organisations aims of diversity and inclusion.
 - Contribute positively in operational and leadership meetings.
 - Look after the health, safety, and welfare of self and all around you.
 - Take on other reasonable duties as appropriate in line with your skills, knowledge abilities and experience.
 - No role profile can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the role and status of the post within the organisation.
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Person Profile – Essential Criteria

Knowledge & Experience
<ul style="list-style-type: none">• Experience managing a multi-channel customer service or contact centre.• Some understanding of how a housing association operates, with knowledge of resident needs and sector-specific challenges.• Proven track record in implementing new processes, technologies, or service improvements within a contact centre environment, driving successful adoption and positive results.• Experience working closely with internal departments to address complex customer issues and improve cross-functional service delivery for a seamless resident experience.

Skills

- Proven ability to lead, inspire, and motivate a diverse team to deliver high-quality customer service.
- Deep commitment to understanding and meeting resident needs, with a strong focus on empathy and effective problem-solving.
- Excellent verbal and written communication skills, with the ability to communicate complex information clearly and professionally.
- Strong analytical skills, with the ability to interpret data, identify trends, and make informed operational decisions.
- Ability to manage multiple priorities, balancing the needs of residents with the operational requirements of the team.
- Positive approach to change, with the flexibility to implement new processes and adopt innovative technology solutions.

Our Values:

**Tower
Hamlet's
be proud**

**Tower
Hamlet's
be helpful**

**Tower
Hamlet's
be fair**

**Tower
Hamlet's
be curious**