

**Job title:** Specialist Case Officer

**Line manager:** Specialist Case Manager

**Grade (if applicable):** 4

**Direct reports:** NA



## Role purpose:

Peabody owns and manages more than 66,000 homes across London and the South East, and our residents and customers are at the heart of the services we deliver. With a focus on continuous improvement, and finding better and more efficient ways to deliver excellent services and respond to the challenges the housing sector presents, we have introduced a Specialist Case Management team to manage and oversee the resolution of several key operational tasks and responsibilities.

The role requires excellent communication skills, both written and verbal, with the natural ability to network and build effective relationships with key colleagues across the organisation.

To deliver an excellent frontline customer service and take ownership of caseload, managing and overseeing cases through to effective resolution.

## Key results:

To effectively manage a caseload, including (but not limited to) taking full ownership and accountability for investigating and resolving cases, updating our systems, and providing high quality updates and communication to our residents, customers and stakeholders

To develop and maintain relationships with external and internal stakeholders in order to support our customers.

To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.

To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI's are met. To produce and analyse Key Performance Indicator (KPI) information monthly and as required.

To undertake support duties for the regional teams, including (but not limited to) collating and maintaining performance information pertaining to SCM work streams.

To support the effective operational delivery of the SCM team, including covering and supporting colleagues / wider caseload, participating in a duty rota, and supporting the investigation, resolution and response to any expressions of dissatisfaction and complaints.

To support effective service improvement, including (but not limited to); representation of the SCM team within project or working groups, and establishing areas of improvements.

To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.

To handle orders, invoices and maintain expenditure records.

To log and respond to customer queries on complaints, including (but not limited to); managing tenancy files, processing requests for replacement keys / fobs, processing and coordinating access to our buildings, managing sub units, investigating and resolving parking enquiries, and any other case type established within the SCM remit.

**Version Date:**

**Signed off by:**

To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties

## About you:

### You will be:

- Excellent written and verbal communication skills, demonstrated through effective management of customer queries, issues and concerns
- Experience of administering complaints, processing routine queries, and effective case management
- Demonstrate an understanding and commitment to customer service and valuing diversity
- Experience of working in a private or public sector customer facing team, and of providing high quality customer service.
- Intermediate IT skills (including MS office) and familiarity with databases and report writing.
- Strong time management skills, with the ability to plan, organise and multi-task.

### Desirable:

- Experience of working for a residential landlord, preferably in social housing.
- Experience of improving systems
- Experience of managing the administration of external contracts (particularly parking enforcement, keys and fobs, access, and security systems).