

Senior Customer Care Hub Consultant Position Description

SCHCADS Award Level 4

Key role details

Senior Customer Care Hub Consultant	
Reports to (position)	Lead, Customer Care Hub
Department	Customers
Location	Liverpool (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 4
Essential requirements	<ul style="list-style-type: none"> Experience delivering professional customer service in a busy and demanding environment Experience completing work tasks to agreed budgets, timeframes and standards Experience leading a team to deliver excellent customer service Good written and verbal communication skills including interpersonal skills and the ability to negotiate Understanding of the schedule of rates within the General Maintenance of Works Contract Self-motivated with a learning mindset, with experience working autonomously Strong customer-centric focus
Desirable skills	<ul style="list-style-type: none"> Experience working with people from diverse backgrounds and cultures Understanding of current issues facing community housing providers in NSW and the funding programs related to the community housing sector Experience in project management Experience working in accounts or a financial environment



Position summary

As an SGCH Senior Customer Care Hub Consultant, you oversee the daily operations of our Customer Care Hub (CCH) call centre, providing hands-on support to the CCH team members, clarifying customer service expectations, and acting as an escalation point for the team if they require support with a call or need more information. You will also provide analysis and reporting on call trends, customer experience metrics and performance data to help the team fully utilise the call centre platform and features.

As the first point of contact for CCH team members, you demonstrate a high level of personal motivation and leadership. You will observe, coach, motivate and provide feedback to team members, including performance management. You will also support the training and development for the CCH team members, to help them confidently handle all customer enquiries and share the same commitment to exceptional customer service.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

Senior Customer Care Hub Consultant	
<p>Knowledge – ‘What do you know?’</p> <ul style="list-style-type: none"> Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to maximise strengths as a team to deliver best services 	<p>Experience – ‘What have you done?’</p> <ul style="list-style-type: none"> Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks Analysed data trends and written reports
<p>Behaviours – ‘What can you do?’</p> <ul style="list-style-type: none"> Provide exceptional customer service Work in partnership to sustain social housing tenancies Support the delivery of high quality services for our customers 	<p>Personal qualities – ‘Who you are’</p> <ul style="list-style-type: none"> Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers



Your work as an SGCH Senior Customer Care Hub Consultant

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Lead a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Call centre management and analytics	<ul style="list-style-type: none"> • Coach Customer Care Hub team members to manage end to end phone calls • Act as an escalation point for team members if they require support with a call or need more information • Analyse and report on call trends, customer experience metrics and performance data • Collaborate on development of training materials to help team members confidently handle all enquiries
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Foster strong working relationships; connect and collaborate with internal and external stakeholders and build rapport with team members to ensure a high level of team satisfaction • Assist customers to understand internal and external services available to them • Support the delivery of placemaking and community development activities
Leadership and teamwork	<ul style="list-style-type: none"> • Lead by example, model a culture of innovation, support, accountability, respect and integrity • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills, and work together to resolve challenging situations • Provide consistent and clear feedback to team members to support continuous service improvement
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Be resilient and able to work under pressure



Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Act as an escalation point for team members if they require support with a call or need more information 4. Analyse and report on call trends, customer experience metrics and performance data 5. Collaborate on development of training materials to help team members confidently handle all enquiries 6. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for tenants 7. Apply the Australian Privacy Principles when managing customer information and data 8. Attention to detail when inputting and managing customer information and data, within set timeframes
Our values	<ol style="list-style-type: none"> 1. Empowerment – we empower our people, partners and our customers 2. Trust – we take ownership and accountability to build trust 3. Honesty – we are responsible, ethical and professional 4. Inclusion – we respect differences and treat people equally 5. Creativity – we explore new and better ways of working