

ROLE PROFILE

POSITION	'inspiring futures' Coordinator		
TEAM	Customer Access Theme	LOCATION	Coastline House, Redruth
VERSION	2	LAST UPDATED	26 March 2018

PURPOSE OF ROLE	<p>Improve the financial wellbeing of customers to assist tenancy sustainability</p> <p>Work with partners to administer the <i>inspiring futures</i> programme, ensuring positive social outcomes for customers</p> <p>Assist customers into work, training and education and manage a prescribed case load to deliver community investment and social value outcomes.</p> <p>Promote levels of customer involvement, in particular amongst under-represented groups through a variety of projects and interventions.</p>
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KEY ACCOUNTABILITIES

1. Work in partnership with customers and stakeholders both internally and externally to deliver community investment and social value outcomes, complementing targets within the Corporate Strategy
2. Increase the capacity and empower all customers to maximize their potential through the *inspiring futures* programme
3. Receive and process referrals in to *inspiring futures* and work with customers to improve their financial wellbeing
4. Work with external partners to improve the financial wellbeing of customers in the *inspiring futures* programme and record positive social outcomes
5. Work with colleagues and customers in delivering the 'Customer Commitment'
6. Work innovatively to secure funding to support the *inspiring futures* programme and augment services to promote positive outcomes
7. Assist the Income Team in reducing outstanding debt by providing advice and guidance as appropriate
8. Support the successful delivery of strategies across Housing Services
9. Support first point contact resolution for customers through a variety of media, including digital, customer portal and social media
10. Promote the effective use of CRM across the Company
11. Attend relevant internal and external meetings and events and evening meetings where

required, and provide presentations as necessary

12. Promote, administer and help expand the 'work placement' programme
13. Promote digital shift to reduce digital inclusion and utilise the Coastline website, social media and online activities to increase involvement.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Theme Lead – Customer Access

CONTACTS

Internal

- Non-executive directors, executive directors, managers and staff across the Company

External

- Customers, contractors, customer representatives, residents groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders etc

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> Good standard of general education Evidence of commitment to continual professional development 	<ul style="list-style-type: none"> GCSE's grade C or above. Certificate or qualification in Housing, customer participation and/or neighbourhood renewal. NVQ in Advice & Guidance IT qualification/ECDL
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> Experience of working and communicating with members of the public face to face, via letter and over the telephone. Experience of delivering excellent customer services and dealing with customers and stakeholders across a range of access strands Experience of conflict management An understanding of the importance of internal customer service An understanding of the data protection act and equality and diversity Experience of working with internal and external agencies to deliver a range of services Experience of supporting others to achieve positive outcomes Understanding appropriate telephony and IT applications in a call centre environment Good IT skills across the range of Microsoft applications and experience 	<ul style="list-style-type: none"> Knowledge and understanding of social housing management. Experience of successful customer involvement within a social housing environment. Experience and/or knowledge of resident associations, committees and constitutions. Knowledge and understanding of how to chair formal public meetings. Experience of carrying out risk assessments and reporting findings

	<p>of working with digital information, social media and systems</p> <ul style="list-style-type: none"> • Able to access external funding opportunities • Extensive knowledge of the third sector 	
Job Related skills	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Ability to use Microsoft office applications such as word, excel, publisher and outlook. • Ability to listen and understand. • Ability to follow up and report back on queries accurately. • Excellent telephone skills. • Competent letter writing skills. • Excellent face to face communication skills. • Ability to work in partnership with external bodies. • Ability to chair a public meeting. • Ability to offer excellence customer service to internal customers • Ability to record information accurately • Ability to deal with conflict situations • Good analytical skills • Able to time manage and work plan 	<ul style="list-style-type: none"> • Ability to implement innovate consultation methods • Experience training and capacity building of customers • Knowledge and understanding of maximising positive PR opportunities • Knowledge and understanding of utilising social media for business • Understanding of the role of scrutiny and co-regulation • Understanding of impact assessment • Understanding of social value
Personal Skills	<ul style="list-style-type: none"> • Able to find solutions to problems. • Confident manner • Able to work as a team as well as on own initiative • Well presented 	
Other	<ul style="list-style-type: none"> • Access to a vehicle and a full drivers licence • Standard DBS check 	