**Yorkshire Housing Role Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title:** | Customer Relocation Coordinator | **Leader of others:** | No |
| **Reports to:** | Sales Manager (Head of Homeownership and Commercial Assets) | **Contract type:** | Agile |
| **Business Area:** | Growth and Assets | **Budget holder:** | No |

|  |
| --- |
| **Job purpose** |
| This role is the key driver in our asset disposal process with the focus on rehousing customers in places they are proud to call home.  You will be the owner of the customer journey, from leading initial consultation meetings to providing customers with support with find a new home to making sure they are settled in.  You will make sure our customers are supported, achieve challenging targets and provide assurance that our processes are followed and record keeping is accurate.    You will work proactively and collaboratively, across the business and with various teams to achieve the best outcome for our customers and you will keep them updated every step of the way. |

|  |
| --- |
| **Key responsibilities** |
| * Contributing to the delivery of the Active Asset Management Strategy you will be responsible for the customer journey associated with the delivery of the pipeline of property disposals, including end-of lease clearance and pre-identified disposals. * You will manage a pre-identified pipeline of clearance properties and you will work with the customers to understand their housing needs and requirements. Acting as their key contact you will be accountable for providing support, information and assistance throughout the journey. * You will carry out meaningful and timely customer consultation, ensuring you keep in touch with customers regularly, providing updates and feedback. * Having a customer obsessed mindset, you will work in partnership with a variety of teams ensuring that you work hard to achieve the best outcomes for both the customer and the business. * You will effectively manage risks and flag safeguarding concerns and make sure support is signposted. * You will have a keen eye for detail and process as you will be responsible for making sure all functions are performed in accordance with the requirements of the procedure and legislation. * Keep meticulous and organised records and audit trails of customer communication and correspondence. * You will manage communications with Local Authorities and external agencies as required to maintain a positive working relationship and support our customers. * You will be accountable for the delivery and outcome of the disposal process, driving the process forward, removing or escalating any blockages. |

|  |
| --- |
| **What you’ll bring to the role** |
| **The main things:** |
| * Being customer focused or as we say at YH “Customer Obsessed” with a willingness to learn, develop, and continuously improve the customer experience. * Excellent communication with interpersonal skills, as well as a confident group/discussion facilitator. * The ability to build a trusting relationship with customers, colleagues and partner organisations. * Managing challenging situations demonstrating empathy, sensitivity and diplomacy. * Have a proactive, problem-solving, growth mindset and take ownership for resolving queries. * Be able to deliver complex and often complicated messages to customers without diluting their important meaning. * Ability to keep accurate records, work on own initiative and prioritise own workload. * Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities and cases. * Ability to gather, record and understand data, using manual and electronic systems including Microsoft packages. * Ability to make the make the most of technology and data to continuously improve our service to customers. * Organised and self-motivated. Adaptable to a changing and varied workload and able to plan and deliver to agreed timescales, goals and priorities. * Confident and able to work autonomously and with others as part of a project and/or team. * Positive and able to drive a shift from a reactive to a pre-emptive customer experience. * Eagerness to develop own skills and adapt to change. * Personal values and approach that align with YH’s values * Ability to work flexibly in line with Hub, Home and Roam principles. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues * A full UK driving license, the ability to drive and access to a car for business purposes. |
| **It would be a bonus if you have:** |
| * Housing experience * Experience managing or leading customer consultation * Experience of working with vulnerable people and knowledge of what challenges they may experience |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |