

## **JOB DESCRIPTION**

Job Title:	Customer Service Manager
Full Time Salary (37.5hrs):	£34,000 - £36,000 depending on experience
Responsible to:	Business & Development Manager
Working Hours	37.5 hours with every other weekend working

### **Main Purpose of the Role**

- To be responsible for the effective management and delivery of housekeeping, maintenance and reception services within the care home.
- To ensure the home, reception areas and gardens are clean, safe, well maintained and welcoming, providing a high-quality environment enhancing the wellbeing of resident.
- Manage and respond promptly to all private care enquiries, conduct professional and informative home visits for prospective residents and families, and actively promote Brook Meadows House through effective marketing and relationship-building activities.

### **Responsibilities of the Role**

#### **Front of House**

- To supervise and manage the front of house team ensuring a professional, efficient and welcoming service to residents, relatives, health professionals and visitors to all services within Brook Meadows House.
- Be the primary point of contact for all prospective private residential and homecare customers, ensuring all enquiries are responded to promptly, and professionally to achieve a high enquiry to admission rate
- Track, monitor and report on all enquiries using the CRM database, and provide reports to SMT on conversions, current occupancy levels and projected occupancy trends
- Arrange and undertake professional, informative and welcoming visits to the home to prospective residents or their families.
- Ensure the smooth running of reception, including managing telephone and email enquiries, and complying with visitor and security procedures.
- Work alongside the Registered Manager, Business Manager and finance team to guide customers through every stage of the admissions process from eligibility to move in
- Uphold confidentiality and data protection standards in line with GDPR requirements.
- Ensure all administration functions, including the organising and archiving of resident's files, management of petty cash and residents' finances are carried out effectively and in line with SCL policies and procedures

- Collaborate with the Business Manager and other colleagues to ensure cohesive marketing campaigns and grow online profile on relevant platforms, and social media
- Foster strong community links with schools, charities, local business and organisations and arrange open days and events to promote the home and SCL
- Using plan day support and oversee processes with managing staffing levels, and agency staff
- Lead on the processing on payroll documentation for employees within Brook Meadows House where required
- To devise a customer survey seek obtain feedback from residents, families and visitors on their visit/stay at the home to maintain a high score on carehome.co.uk, and other review platforms

### **Support Services**

- Lead and manage the housekeeping and maintenance team to ensure high standard of cleanliness, safety and proper upkeep of the building, grounds, fixtures and equipment.
- Ensure compliance with infection prevention control and regulatory and legal requirements (CQC, COSHH)
- Develop & monitor cleaning schedules, conduct regular audits and implement improvements when required.
- Order appropriate supplies in sufficient quantity and monitor usage to help avoid waste and ensure efficient spend so that housekeeping and quality standards are maintained.
- Ensure there are planned and coordinated preventative maintenance and statutory servicing schedules.
- Manage external contractors and suppliers for specialist works, ensuring compliance with health & safety and legal requirements.
- Ensure accurate records of all maintenance activities, inspections, and compliance checks are available
- Liaise with Southend City Council regarding building repairs and maintenance in line with the Service Level agreement.
- Manage the Head Chef to ensure the delivery of high quality, nutritious meals to all residents, and other users of the catering service, whilst minimising waste
- To oversee and manage support services budget responsibly and monitor expenditure within agree limits, ensuring suppliers offer value for money
- Manage staff resources and allocate resources across Support Services to ensure adequate cover and effective service delivery.

### **General**

- Recruit, train, supervise, and appraise staff within housekeeping, maintenance, and reception teams in line with HR policies.
- Foster a positive, customer-focused culture across all services.



- To undertake all duties in accordance with Southend Care Ltd Financial Regulations and the Departments procedures especially in relation to the Departments client confidentiality requirements.
- To be familiar with Health and Safety procedures and good practice, and promote them in the workplace
- Ensuring Accidents and Incidents are correctly collated, and the information is shared with Business Support for the quarterly report that goes to Board.
- To be familiar with comments, compliments and complaints Policy and Procedure and good practice relating to this, and to implement this in all aspects of working practice and promote it in the team and workplace.
- Contribute to the overall aim and vision of Southend Care Ltd, and work in accordance with the company's values and behaviours

#### **Resources:**

- Responsible for petty cash and resident finances reconciliation.

#### **Work Environment**

- Primarily Brook Meadows House
- At times may be required to work in any service within Southend Care Services when services are in an emergency or as directed by the Service Manager

#### **Standard Phrases**

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.

## Person Specification

Attributes	Activity	Essential or Desirable	How evidenced
Qualifications or membership to a Registered Body	<ul style="list-style-type: none"> <li>• Literacy and numeracy equivalent to at least GCSE Grade C English and Maths</li> </ul>	E	A
Knowledge, Experience Skills and Abilities	<ul style="list-style-type: none"> <li>▪ Previous experience in supervisory or management role</li> <li>▪ Experience with payroll administration systems</li> <li>▪ Excellent communication and interpersonal skills</li> <li>▪ Strong organisational and time management abilities</li> <li>▪ Confidence in handling enquiries and complaints</li> <li>▪ Proven customer service experience, preferably in healthcare or hospitality</li> <li>▪ Strong relationship building skills with a customer first mindset</li> <li>▪ IT proficiency including MS Office and database management</li> <li>▪ Experience of managing budgets or monitoring expenditure</li> <li>▪ Knowledge of residential care or homecare services</li> <li>▪ Experience in community engagement or marketing initiatives</li> <li>▪ Ability to work under pressure and manage multiple priorities</li> <li>▪ Empathy and understanding when dealing with families during difficult times</li> <li>▪ Problem-solving mindset with attention to detail</li> <li>▪ Flexibility to adapt to changing operational needs</li> </ul>	E E E E E E E E E D D E E E E	A & I



<b>Values</b>  <i>(Demonstrates the Company's Values and Behaviour i.e. the how)</i>	<p><b>We are Caring</b> always providing person centred care and support we would want for ourselves &amp; loved ones.</p> <p><b>We are Passionate-</b> about care &amp; having pride in being part of SCL</p> <p><b>We are Diverse</b> – inclusive, recognising diversity through celebrating differences</p> <p><b>We are Empowering</b> – enabling everyone to fulfil their potential, taking ownership &amp; being accountable</p> <p><b>We are Innovative</b> – able to take on new challenges &amp; seek solutions with a balanced care &amp; commercial mind set</p>	E	E	E
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