

Client Relationship Officer 2 x roles (full-time or part-time)



Closing Date for Applications:
5pm Monday 14th September 2020

Interviews:
Week of 21st – 25th September 2020

Start date:
ASAP

Please submit a cover letter detailing how you meet the job criteria in full (consisting of no more than 2 sides of A4 in size 12 font) and a full CV to dave.smith@cds.coop

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📘 CDS Co-operatives

About CDS:

CDS is an unusual housing business with three distinct but complementary business streams. We are a charitable community benefit society working primarily in the South East of England and we are a registered with the FCA and with the Regulator of Social Housing.

As a registered **provider**, we own around 830 social rented and shared ownership leasehold homes in London, Kent and the Home Counties and manage a further 1730.

As a managing agent, we **support** many housing co-operatives, providing them with a range of landlord, business and governance services that help them to thrive as independent organisations. We currently have around 1800 homes supported in this way. This is the area of the business that the Client Relationship Officer role most directly concerns.

And we reinvest some of our surpluses to **promote mainstream growth** in co-op and community led housing. This work is collaborative and responsive to opportunities in the emerging market where targeted support and investment can sustain and speed the delivery of more homes and capture learning to repeat successful models.

About Co-op Housing:

Housing Co-ops own or manage homes under a mutual and democratic structure which is controlled by the members. Members are often residents (although others may also be allowed to hold shares). There are different types of co-ops but the most common are par value co-ops where each member holds one share and has one vote. Many of the housing co-ops that we work with are also registered housing organisations and come under the regulation of the RSH.

About the role of Client Relationship Officer:

We want fantastic enablers! Our Client Relationship Officers (“CROs”) are the frontline of our relationship with our co-op clients. You will be passionate about delivering professional housing management, landlord services and business support, in a way that builds a strong relationship with them and CDS.

This is a job for the curious. It is a customer facing role, which will work well for people who get their energy from being in communication with others. Whilst housing management experience is a real plus, we are most interested in those who driven and eager – with a record of resolving problems before they potentially arise. And those who believe we can make the world a better place: one small, well-managed co-operative gesture at a time.

As a natural enabler, you will ensure our clients fully understand relevant law and regulation, so they can make informed decisions about how they govern themselves. Your personal integrity and sense of responsibility will guide you to work collaboratively with other teams to ensure your clients receive a service that is reliable, responsive and valuable. You will be an enthusiastic ambassador for CDS and relish your role in helping existing and potential clients understand their obligations as landlords and be well-governed and well-managed.

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The Co-operative Development Society Limited Registered Address: 7-14 Great Dover Street, London SE1 4YR

A charitable community benefit society with reg No: 17107R Regulator of Social Housing registration No. LH0170 VAT no: 372 5329 48

What a day in the role might look like:

The first thing to say, is that there is no 'average' day! This is a role for people who enjoy being responsive and curious – getting to the bottom of problems and managing relationships consistently well – whilst also ensuring that a timetable of commitments are fulfilled.

By way of example, on any given day you might:

- write a quarterly report for a co-op, updating them on their finances and other key issues before their next meeting;
- get an email from a tenant, asking whether they can sub-let their flat whilst as they are going away?;
- take a call from the Chair of a local co-operative, who is looking for advice on how to handle a tricky issue in an upcoming meeting;
- update the finance team on the audit process for one of your co-ops annual accounts and input all the information into our CRM system;
- and organise a 'Zoom' training session for co-op members about how they can access our new online resources

How you manage your time and get all these things done will be up to you. We can teach you most things and there is a strong team in place to support you early on. But what we can't is teach curiosity, personability and sound judgement. And that is what we are looking to recruit.

Skills you will need on the job:

- **Organised** – you are an excellent record-keeper, thorough in the way you work and with a clear record of and efficient time management...
- **Rigorous** – if you don't know the answer to something, you are the kind of person who will want to find out rather than just winging it! You are careful in your use of language and thorough in documenting your work...
- **Curious & Proactive** – you are deft at 'keeping your ear to the ground', interested in discovering and solving potential problems before they may arise, and are never satisfied with just doing the bare minimum...
- **A people person** – you actively like people, appreciate and know how to build good working relationships, and are customer focused and obliging when something comes up...
- **Confident and Outgoing** – you are happy in front of a group of people, enable rather dominate when working with groups of people, but are prepared to speak up...
- **And You Want to Make The World A Better Place** – you are values driven, interested in housing co-ops and the wider co-op movement, and will always uphold our values

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Essential experience:

- A can do attitude with a focus on providing excellent customer service
- An excellent ambassador and communicator, with experience of representing organisations in public
- IT savvy and eager to discuss how we can further digitalise our offer to our clients
- Experience of using and regularly updating CRM systems
- An understanding of governance issues and how organisations operate
- An ability to hit the ground running – both in terms of getting stuck in and applying sound judgement – and a willingness to learn

Desirable experience:

- Housing management experience
 - o all aspects as required under our management agreements: including lettings, rent collection and debt recovery, tenancy enforcement, estate management & repairs, liaison with arrears control officers, customer service centre and property services team as appropriate
- Leaseholder management experience
 - o including shared-ownership
- An interest in or experience of the co-op business model

Working Hours:

There are two roles available, which will manage a number of co-ops between them. We have consciously chosen not to stipulate working hours yet – we want to appoint the very best people for the roles and discuss with them a division of labour. Therefore, whether you wish to work part-time or full-time, please stipulate this within your application and consider applying.

Salary:

The salary band for this post is £33,186 - £38,716 pro rata per annum, plus up to 10% discretionary bonus.

Benefits:

- Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)
- 28 days annual leave (3 fixed, plus statutory bank holidays)
- Eligibility for an annual performance bonus
- Health cash plan (non-contributory)
- Employee perks system (Perkbox)

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Our Values:

CDS Co-operatives is serious about living our values every day:

Unity	– We work as one team, with one reputation
Trust	– We strive to be reliable, fair and to act with integrity
Intention	– We know why we do things, we have plans and we monitor the
Impact	– We care about the impact that we have on others
Collaboration	– We achieve more when we work with others
Communication	– We seek understanding as a basis for win/win solutions
Kindness	– We are brave & honest, facing difficult issues with empathy

We believe that Black Lives Matter. And we are committed working to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. This application process will be conducted in accordance with the 'Roony Rule' and our interview panels will reflect the diverse nature of our workforce.

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