

Client Relationship Officer

What will you do at CDS and how does that link to our purpose?

You will be responsible for effectively managing the commercial relationship between CDS and our clients who are small, independent housing co-operatives or other types of community-led housing providers. You will be passionate about delivering this professional landlord and business support service in a way that consistently impresses our clients whilst enhancing our reputation and our bottom line.

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. As a natural enabler, you will ensure our clients fully understand relevant law and regulation so they can make informed decisions about risk.

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.

What difference will you make?

- You will always put the safety of people first
- Our client business is growing, by way of more clients or more services
- Clients will know what to do to be safe, legal and compliant as a landlord
- Clients value the service they receive from CDS and would recommend us as an agent
- Clients always know where they stand in terms of performance
- Our clients remain independent and financially viable
- Our clients are well-managed and well-governed and we have advised them appropriately regarding any potential breaches of law, regulation or governance
- CDS will be seen as a sector leader and widely-recognised as a values-driven organisation
- Interested groups seek out CDS because we provide quality training relevant to the sector

We will look to you to

- Be knowledgeable and confident about the housing sector and landlord services, including issues of governance and compliance and escalate issues that require more attention
- Build positive internal and external relationships to support great service delivery for clients and enhance the reputation of CDS across the sector
- Be an enabling enthusiast –empowering clients to make conscious and informed decisions
- Harness our data to provide clear, accurate, timely and useful reports for clients
- Understand and execute our contractual obligations with our clients
- Always work in line with CDS values
- Act as the primary liaison between CDS and our clients, ensuring even if something goes wrong the client sees CDS as one team and will feel informed and well cared for
- Use your own understanding, skill and analysis to add value to clients and enhance the services provided by other teams
- Develop a reputation with your clients and colleagues for reliability, responsiveness and getting things done
- Assist clients to identify key risks and to put in place and monitor effective controls for the management of those risks
- Provide quality tenancy management and landlord support and advice services to our clients in the most cost-effective way

You will definitely bring

- A passion to deliver exceptional customer service directly and through other teams
- The ability to meaningfully analyse performance data and explain it in simple terms to others
- The charisma and gravitas to develop and provide training on governance, compliance and housing management
- A willingness to learn new skills, try new ways of doing things and to step in when a colleague needs help
- Pace, energy and enthusiasm
- The ability to take ownership of your work and demonstrate you follow through on issues
- Excellent communication skills – verbally and in writing
- Confidence with and aptitude working with IT systems
- Attention to detail and a track record of great organisation and record-keeping
- A tireless drive to help clients achieve their goals and make informed decisions
- Knowledge of and confidence advising on governance and health and safety issues

You will be a star performer in this role if you

- Are enthusiastic about enabling others and giving a great customer service
- Get satisfaction from sharing knowledge and advice to help others make informed decisions
- Are always looking for more ways to help and more efficient ways to work
- See yourself as a tireless and effective “fixer” and avoid placing blame
- Are numerate and data savvy, using our systems to create meaningful reports
- Are a great listener and critical thinker, dealing in facts rather than assumptions
- Confidently try new things, problem solve and use good judgement so the business thrives
- Have an unquenchable curiosity, always gathering all the information before taking action
- Enjoy working across teams to achieve a shared goal
- Have a genuine interest in resident empowerment and community-led housing
- Like to be prepared and plan ahead

This probably isn't your dream job if you

- Find it easier to tell people what to do than to enable them to make their own choices
- Are uncomfortable leading a meeting or training or being the centre of attention
- Are not good with data and IT
- Are quick to judge others
- Make assumptions rather than seeking out facts
- Tend to act on impulse or instinct rather than intention
- Would avoid giving messages that are unpopular, but important
- Prefer to organise work by responding to queries rather than proactively improving things
- Are unable to attend evening meetings around the South East

You will be responsible for....

This role has no management responsibilities

You will get support from....

The Client Relationship Manager

What we offer:

Salary: £33,186 – 38,716 p.a.
plus, up to 10% bonus

Other Benefits:

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