

CVHA

Customer Service Manager



CLYDE VALLEY
GROUP





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Welcome

from the Chief Executive



Dear Candidate,

I am so pleased you have taken the time to review this recruitment pack, and you are considering this great opportunity to join us at Clyde Valley to be part of our Customer Success Team in this pivotal role.

Our Customer Service Manager role forms part of our Leadership Team at Clyde Valley, you will work alongside our Customer Services Director to develop and deliver innovative strategies and related projects to drive an excellent customer experience. In this role you will work collaboratively with colleagues and the Leadership Team to support the delivery of our Corporate Strategy. You will build highly effective relationships with our partners and customers to identify and support our customers' needs and expectations.

I joined Clyde Valley in March 2018 as Director of Finance and Corporate Services and was appointed as Chief Executive in August 2023, and I can honestly say you will feel so welcomed by the Clyde Valley team should you come and work with us. We are an organisation that is people centred with a caring culture where people want to do the best they can for our customers and their colleagues.

Founded in 1996 through a stock transfer of around 1,000 homes we have grown to over 5,000 homes today through a number of small stock transfers and an ambitious new build programme since the early 2000s.

We want to achieve the right balance of investing in new and existing homes and services whilst offering our customers great value for money. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity. You can help us do this.

Clyde Valley Housing Association wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers. We encourage and support professional development across Clyde Valley and have a really positive attitude to growing our people.

We seek colleagues who share our culture of fun, collaboration, positivity and ambition and would really welcome your application.

Good luck in the process.

Carron Garmory
CHIEF EXECUTIVE

Clyde Valley Group

Structure



CARRON GARMORY
CEO



LISA BERESFORD
PEOPLE DIRECTOR



FIN SMITH
CUSTOMER SERVICE
DIRECTOR



NATALYA MACHOLLA
FINANCE & CORPORATE
DIRECTOR



SINCLAIR YOUNG
PROPERTY &
DEVELOPMENT DIRECTOR



VACANCY
CUSTOMER SERVICE
MANAGER



SUSAN MCGLEISH
FINANCE MANAGER



SAM BROWN
REPAIRS & MAINTENANCE
MANAGER



ANGELA CAIRNS
CUSTOMER SERVICE
MANAGER



SARAK CAMPBELL
BUSINESS IMPROVEMENT
MANAGER



VACANCY
DEVELOPMENT
MANAGER

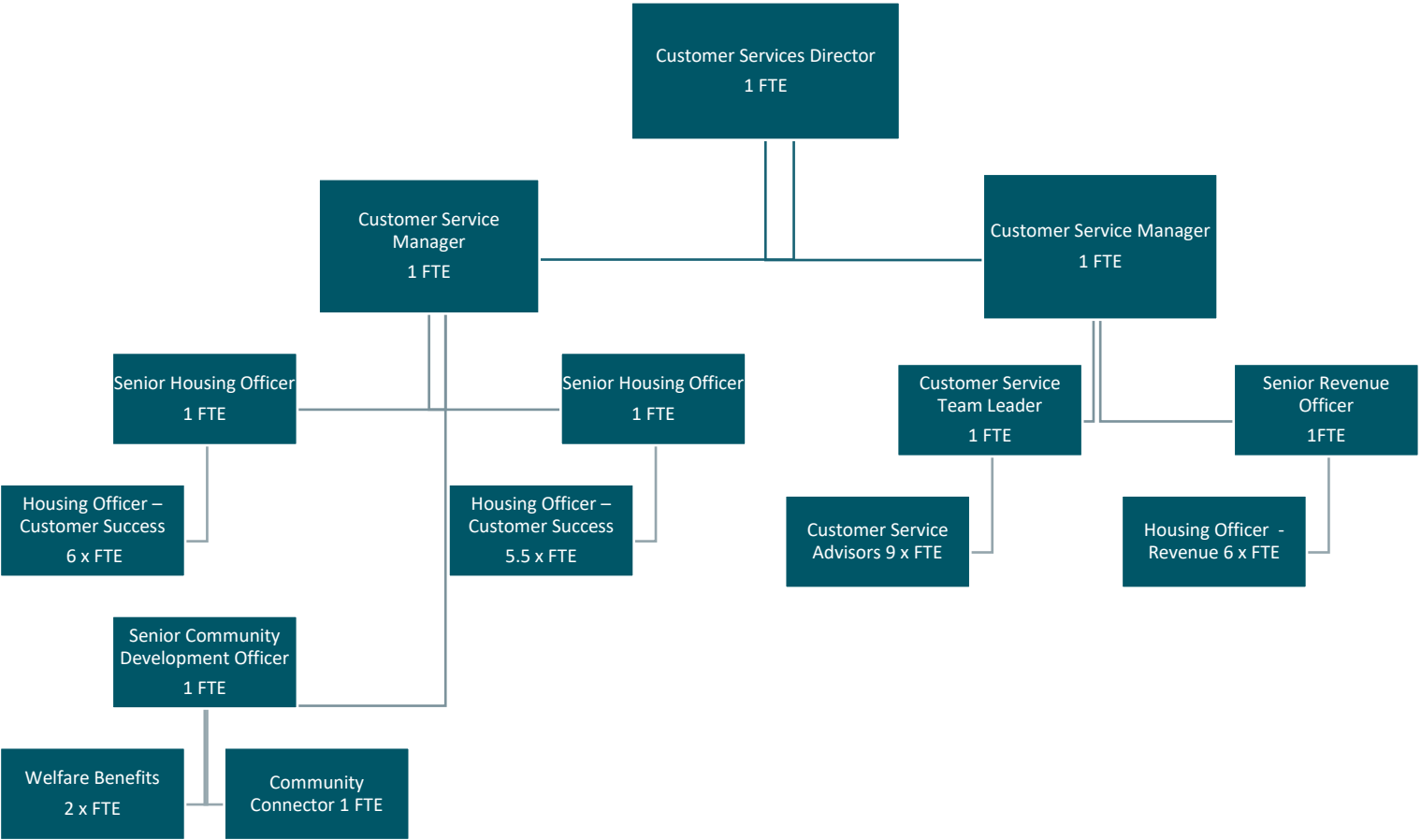


JOE HANDS
HEAD OF ASSURANCE



VACANCY
ASSET MANAGER

Customer Services Directorate Structure



Clyde Valley Group

Who We are

The Clyde Valley Group (CVG) is a thriving social business and registered charity recognised for innovative and partnership approaches to meeting community needs. Clyde Valley Housing Association (CVHA) is a Registered Social Landlord (RSL) partner operating in Lanarkshire and East Dunbartonshire. CVHA is the Group's main operating company and has a track record of delivering housing management, scheme development and high-quality housing services for a diverse range of customers. Our Group continues to grow, and we now own or operate over 5,000 homes and provide factored services to more than 3,000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meeting housing needs.

Our Vision



“ Shaping a brighter future by building vibrant, inclusive communities. ”

Our Values

BE all about the customer



Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

BE Inclusive



We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.

BE caring



Most importantly we are people centred, we will listen and support customers and each other.

BE driven by excellence



Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

Together we make the difference

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers

Role Profile

Job Title:	Customer Service Manager
Salary:	EVH Grade SM2-SM4: £55,235 - £58,236 per annum
Hours:	35 hours per week
Responsible for:	Customer Success Team, Private Rented Sector and Wellbeing Hub
Reports to:	Customer Services Director

Overall Purpose

Reporting to the Customer Service Director, you will work in close partnership to uphold exceptional service standards and ensure full compliance across the following areas:

- Collaborate with the Customer Service Director to design and implement innovative strategies and projects that drive excellence in the Customer Experience.
- Lead the delivery of high-performing services that consistently maximise Customer Experience.
- Foster strong, productive relationships with customers and partners to understand and respond effectively to their needs and expectations.
- Contribute as an active member of the Management Team, working collaboratively with colleagues and the wider Leadership Team to support the successful delivery of our Corporate Strategy.

Key Accountabilities

- Drive an excellent, responsive customer service within the Clyde Valley Group, delivering service improvements and effective communication based on customer insight, engagement and feedback.
- Ensure high levels of customer satisfaction and performance results are achieved through management of the customer success team, private rented sector service and Wellbeing Hub and identify areas for continuous improvement within these services.
- Ensure effective policies, procedures, processes and systems are in place for all service areas relevant to the role.
- Work collaboratively across the business, and with our Business Improvement team, to design and develop digital systems, including for online self-service.
- Monitor and review workload demands for all relevant teams to ensure that all resources are being effectively utilised and are balanced with customer needs and expectations.
- Review, research, write and implement relevant policies.
- Contribute to our Annual Return on the Charter.
- Ensure that data relating to the relevant areas of operation is managed effectively and that reports are available to allow for effective monitoring, reporting and management of performance.
- Carry out all Management duties effectively including financial budgets, Health & Safety standards, Equalities, Performance Management and Risk Management, ensuring that the highest standards of governance, regulation and compliance are upheld and adherence to all relevant policies and procedures.

Customer Experience:

- Ensure Clyde Valley Group continues to achieve Customer Service Accreditation, working with colleagues to identify opportunities for and delivery of continuous improvement.
- Champion Customer Service Excellence throughout Clyde Valley Group and ensure high standards across the business.
- Utilise customer feedback effectively to support the Customer Service Director to make best use of customer insight to inform our future business development needs.
- Champion the complaints process across the Group, demonstrating effective analysis and judgement to ensure positive customer outcomes and that lessons are learned and improvements implemented.
- Support the Customer Services Director in the development and delivery of our Customer Experience and Customer Engagement Strategies.
- Continue to deliver high levels of customer satisfaction and excellent performance results across all the relevant functions.

Develop our Business:

- Work effectively with the Customer Service Director and Senior Housing Officers to ensure there are clear lines of support and collaboration across the Customer Success team.
- Work closely with colleagues from other teams to provide quality outcomes for customers and the Group overall
- Proactively design and develop services that have the potential to increase autonomy, enhance dignity and confidence and thereby reduce levels of dependency and improve the likelihood of tenancy sustainment.
- Work closely with our established Customer Panel to plan activity and respond to scrutiny reviews.
- Act as main point of contact on any relevant audit or assurance activities and lead on delivery of any relevant improvement actions.

Total Employee Experience:

- Provide a coaching style of leadership, which empowers and encourages high performance and creativity across our teams, aligning with our values and behaviours.
- Work collaboratively across CVHA to contribute to, promote and ensure the delivery of our Corporate Strategy, our strategic aims and objectives, demonstrating behaviours that align with our purpose and values.
- As line manager responsible for Senior Housing Officers and Senior Community Development Officer ensure performance management, personal development and succession plans are in place for all employees and where possible, opportunities for career development and progression are made available.
- Promote fair access and equity for all, advancing equity, diversity and inclusion in all aspects of CVG work.
- Demonstrate commitment to the health, safety and wellbeing of our colleagues and customers ensuring compliance with CVG Health and Safety Policy and others as relevant.
- Ensure that Customer Success, private rented service and Wellbeing teams are suitably qualified and skilled and that they work collaboratively with other CVG teams to deliver effective processes and joint outcomes.
- Actively promote health and wellbeing within your team and celebrate successes.
- Design and provide staff training on Housing Management policy and procedures.
- Represent CVHA as required at residents' meetings, external events, committees/Board and other events e.g. tribunals, appeals, court etc.

- Represent CVHA at local housing strategy meetings, benchmarking working groups and the other relevant working groups/forums.
- Actively support, promote and celebrate successes.

Organised to Succeed:

- Manage workload to meet priorities and deadlines using flexible and robust approaches. Ensure that appropriate systems of work are in place to manage and deliver on priorities across the relevant service areas.
- Ensure compliance with all legislative and regulatory returns for your service areas, reviewing policies and procedures as required, successfully communicating and implementing these across the organisation, ensuring effective updating and application of good practice and legal compliance.
- Work collaboratively with the Customer Service Director and Senior Housing Officers to ensure the maintenance of a robust and high performing Customer Service function.
- Provide timely and accurate Management Information for the purposes of reporting performance against our KPIs and Service standards.
- Within your area of responsibility, evaluate and mitigate risk, ensuring that the activities of the Customer Success and Wellbeing teams comply with Group Strategy, regulatory and statutory requirements and are carried out within budget and to achieve best value.
- Procure and manage relevant contracts, ensuring compliance with the Procurement Manual, Scheme of Delegation, Standing Orders and other relevant policies.
- Contribute as a key member of CVG's Health and Safety Operational Group.

Person Specification

	Essential	Desirable
Qualifications		• CIH Level 4 or higher • Relevant Letting Agent qualification at Scottish Credit and Qualifications Framework (SCQF) level 6 or higher • Other relevant qualification/professional membership
Experience	• Working in housing or a related sector • Housing Management • Housing Allocations • Developing, implementing and reviewing policies and procedures • Customer services, in a complex and diverse environment, working with a wide range of customers • Leading, managing and motivating teams to deliver excellent customer services and continuous improvement • Successful track record in leading, designing and delivering projects • Developing and working within partnerships • Use of customer feedback to drive service improvements • Budget management and control • Complaints Management • Contract and Contractor Management	• Income collection/arrears management • Factoring • Private Rental Sector • Developing strategies • Working with Boards of Management

Knowledge / Understanding	• Knowledge of relevant legislation and regulation • Understanding of leading change • Understanding of the challenges faced by some of our customers and the range of support they may require • Knowledge of how ICT systems support customer service delivery and service improvement • Working knowledge of the rationale for channel shift and digitalisation • Understanding of the context, drivers and risk with which Housing Association and charities operate, including governance, policy and regulation • Knowledge of the benefits system, including Universal Credit and how this impacts customers and the organisation • First class verbal and written communication skills including report writing and presenting to a range of audiences • High proactivity and initiative • Ability to prioritise objectives and remain focussed on the most important • Project Management Skills • Excellent IT skills • A clear thinker, decision maker, with the ability to organise and plan ahead	• Knowledge of the Private Rented Sector • Commercial awareness and a risk positive approach to business decisions • Networking abilities, sound judgement and ability to promote the Group
Skills	• Ability to create and promote a positive team culture • Courage to tackle performance issues • Ability to motivate, develop and get the very best out of teams • Inspires teams to connect with our customers • Excellent interpersonal skills	

People Leadership	• Strategic and Organised – ability to manage priorities flexibly while maintaining focus on long-term goals. • Customer-Centric and Inclusive – committed to delivering excellent service, promoting equity, diversity, inclusion and social justice. • Collaborative and Innovative – ability to work creatively with others, fostering continuous improvement and learning. • Integrity and Resilience – Demonstrates personal integrity, confidentiality, determination, and adaptability under pressure. • Leadership and Team Development – builds a positive team culture, motivates and develops colleagues, sets clear goals, and recognises achievements. • Relationship Builder – creates strong, professional relationships, resolves conflict effectively, and promotes wellbeing. • Aligned with Values – strong commitment to Clyde Valley Group's ethos and the principles of the social housing sector.	
Personal Qualities	• Commitment to the ethos and values of Clyde Valley Group • Customer focused, always aiming to deliver the best outcome for the customer • Honest and open in communication • Treats other with dignity and respect at all times • Show respect for the needs, opinions and concerns of others • Take responsibility for actions, commitments and decisions • Open minded to change and challenges • Act with integrity	

	• Maintain confidentiality and respect the privacy of others • Collaborate well with colleagues • Able to reflect on action to enable personal growth • Deliver on commitments and deadlines	
Other		• Driving licence

Your Application

To apply, please visit our website <https://cvha.org.uk/work-with-us>:

- Click on **Current Vacancies**.
- Click on the link on the advert which will take you to our online application process through BambooHR.
- Complete your personal details.
- Upload a comprehensive up-to-date CV which shows your full career history.
- Upload a Supporting Statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this.
- Give details of two professional referees, they will only be contacted with your permission at offer of employment stage.
- Complete the declaration questions.

Please note that applications can only be considered if all the documentation is complete.

We would encourage you to read our application guidance notes below, which should be helpful in tailoring your application to the Role Profile.

If you have any questions or require reasonable adjustment to support you at this stage, please get in touch to let us know how we can help by contacting our via recruitment@cvha.org.uk

If you wish to find our more information regarding the Clyde Valley Group, you can visit our website at www.cvha.org.uk

Closing date for Applications: **12pm on Monday 8th December 2025**

Interviews are expected to take place on: **Thursday 18th December 2025**

Key Terms & Conditions

REMUNERATION & BENEFITS

- EVH Grade SM2-SM4: £55,235 - £58,236 per annum
- Defined Benefit pension contribution scheme (Employer contribution of 9.6%)
- Flexible and agile ways of working
- Excellent learning and development opportunities
- Clyde Value (employee discounts and benefits platform)
- Health and wellbeing initiatives
- On-site gym
- Up to 20 agile leave days per year

HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of 15 public holidays)

WORKING HOURS

Agile ways of working between 7am and 7pm

LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN.

Clyde Valley operates and agile working policy which allows for a mixture of office, home and community working.

Accessibility

Statement

Customer Service Manager

In this statement, detailed aspects of the job role have been given to support application with accessibility needs to gain an understanding of what the job entails. Clyde Valley Group is a Disability Confident employer, and we work with Access to Work where appropriate.

We're happy to discuss reasonable adjustments in relation to this job role and the interview process. Please contact our People Team via recruitment@cvha.org.uk or you can phone our Contact Centre team on **01698 268855** and ask for a member of the People Team.

Office Accessibility

- The Clyde Valley offices are based over three floors with level access to the ground floor and a lift to the other two floors.
- There are two accessible parking spaces in our car park with lowered curbs to give access to the entry doors.
- An accessible toilet is available on every floor.

Flexible Working

Clyde Valley supports flexible working where possible. Our agile working policy allows for work between the hours of 7am and 7pm, as long as the needs of customers, colleagues and contractors are met. The Customer Success team work predominately in the office and it is expected that this role spends time in the office with their team on a regular basis.

More information about the flexible working requirements for this role can be found in the below statement.

Work Location and Hours

Work from our office	• The office is available for work 5 days a week for those who prefer an office environment • The Customer Success team work predominately from the office and it is expected that this role will need to work in the office on average 2 to 3 days a week. This will vary week upon week depending on workload.
Working from home	• Working from home is available for this role on a flexible basis around the work requirements.
Working in the community	• Visits to customer homes are expected as part of this role
Visiting development sites	• Expected infrequently as part of this role
Visiting customer homes	• Visits to customer homes are expected infrequently and the number of visits will vary depending on workload
Driving for work	• Required on an infrequent basis. • Pool cars are available
Working hours	• Flexible between 7am and 7pm
Being on call out of hours	• This role is not part of an on-call rota.

Device Use

Using a laptop	• A laptop is provided as standard for this role • Supporting equipment such as screens, mice and external keyboards are provided as standard
Using a Tablet PC (e.g. Surface Pro)	• The majority of work will be completed using a laptop, a table PC can be requested
Using a Mobile Phone	• A touch-screen mobile phone will be provided with phone calls being made through an app • Mobile phones can also be used to access Microsoft Office application and the HR system, though use of these applications on a mobile is voluntary
Using a lone-working device	• A lone-working device is required to be used on customer visits • The device is operated by the use of push buttons on the device, or through a phone app

Application Use

Microsoft Office Applications	• Office applications are used every day including: Outlook, Teams, Word, Excel and SharePoint
Web based applications	• A cloud-based customer relationship management (CRM) system is used to log and manage customer contact • A cloud-based HR system is used to book leave • A cloud-based e-learning systems is used for some core training • Cloud-based portals to share information with contractors
Other Applications	• OPEN Housing – housing management system • Purchase order and invoice approval system

Communication

Language	• English is the first language spoken by the majority of staff and customers • You may occasionally need to communicate with customers where English is not their first language. Translation services are available.
Receiving and making telephone calls	• Phone calls with customers are expected as a regular part of the role • Phone calls with contractors and suppliers are expected as a regular part of the role
Receiving and making video calls	• Making video calls to colleagues through Microsoft Teams is an essential part of the role and will occur on a daily basis • Making calls through alternative platforms such as Zoom may occasionally be required to communicate with third parties
Email	• Email is an essential part of this job, and it is expected that you will use this every day
Instant Messaging	• Instant messaging with colleagues through Microsoft Teams is an essential part of the role and use of this function is likely every day.
Attending in-person meetings	• In-person meetings will happen with colleagues on a regular basis • In person one to ones are expected to take place on a monthly basis • In-person meetings with contractors or suppliers will take place on an occasional basis
Attending virtual meetings	• Virtual meetings with colleagues will take place on a frequent basis

	•Virtual meetings with contractors and suppliers may be required on an occasional basis
Having face to face conversation in our communities and customer homes	•Expected on an occasional basis. You may be required to visit homes to check the progress of works or speak with a customer following a complaint
Creating reports	•An essential and regular part of the role. Reports will be submitted to the Board and the Scottish Housing Regulator. •This role will need to update particular reports regularly and ensure information is accurate •Reports may be requested on an ad-hoc basis
Administration	•Administration of staff and customer information is an essential part of this role •Writing formal letters to customers is a regular part of the role
Giving presentations	•Presentations to colleagues may be required on an occasional basis.
Conducting interviews	•This role will be on recruitment panels for members of the Customer Success, Lettings and Wellbeing teams. •This role will be involved in supplier interviews as part of procurement processes
Working with complex needs	•This role will interact with customers with complex needs on an occasional basis

Workplace Interactions

Interacting with customers	•An essential, regular part of the role
Interacting with colleagues	•An essential, regular part of the role
Interacting with contractors	•An essential, regular part of the role •Monitoring the performance of contractors is an essential part of this role
Interacting with the Board and Governing Bodies	•Possible on occasion in this role
Interacting with Regulatory bodies	•Possible on occasion in this role
Interacting with other agencies	•Possible on occasion in this role

Application Guidance Notes

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you prepare your application.

CVs

CVs must be submitted alongside a supporting statement and declaration form. CVs should ideally be no longer than two A4 pages. Factual information such as relevant qualifications and whether or not you hold a driving license (if applicable) should be included on your CV.

SUPPORTING STATEMENT

This is one of the most important parts of your application and it is crucial that you understand what we are looking for so you can present your application in the best way. Your supporting statements should be no longer than three A4 pages long and should be typed in Arial, font size 11, or similar.

We shortlist candidates for interview against the person specification. This sets out what we're looking for in the job role. Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. In your application, make sure that the essential and desirable criteria are stated clearly where you have the relevant experience, knowledge and skills. The supporting statement can be used to give short examples from your experience that demonstrate the criteria we are looking for.

REFERENCES

Please provide employment references and not character references. Your referees should be your two most recent employers, including your most recent employer if applicable. An email address to contact the referee will be required.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from an educational establishment, or a voluntary group instead.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know so that we can discuss who might be an appropriate person to approach for a reference.

We will only request references when we have decided to make an offer of employment.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all candidates with a disability who meet the minimum essential requirements for the post (see the essential criteria in the person specification). If you tell us that you are a person with a disability, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process. If you join us, reasonable adjustments will be made to where and how you work as required.