



Customer Services Project Manager

£28,636 - £30,011 per annum

6 month fixed-term contract or secondment

Do you want to put your mark on the design and delivery of a service that directly affects the residents of Torfaen? Are you confident working in a continually evolving environment? Do you have the vision and knowledge to work with others to reshape our services? Are you interested in helping us ensure that we develop services fit for the future? Then please read on!

Bron Afon Community Housing requires a Customer Services Project Manager to develop a customer focussed, proactive, responsive and professional customer service to all. A self starter you will provide a clear vision of excellent service for personal and telephone callers, ensuring all customer enquiries are dealt with and resolved effectively meeting customer expectations. Your experience of combining strategic and operation thinking to provide innovative solutions to the challenges faced within a continually developing customer services service. Your previous experience in managing a customer service team together with excellent communication and change management skills will enable you to develop this service to a level that the staff and customers of Bron Afon deserve.

This is a rare chance to help mould and reform a service sector that you care about and believe that you can play a key part in making better. Experienced at leading and developing new approaches and initiatives you will understand the importance of business sustainable solutions. To do this you will need to be able to work in partnership identifying and securing the resources and funding to make things work. With excellent influencing and negotiating skills not only will you be keen to drive forward organisational change, but have the confidence and ability to convince others to come on the journey with you.

Have you experience of working effectively in partnership both with those that receive services as well as those that commission them? Can you ensure that our actions reflect our aims and objectives whilst still challenging and developing innovative, creative services?

Interested in this exciting new role and keen to make a difference? To find out more please look at the job description and person specification.

If you remain unsure about whether this is the job for you, or want to find out more then for an informal chat please call 01633 620096 and leave a message – we'll ask someone to call you back.

The closing date for this post is Wednesday 10th March 2010 at Midday