

## Role Profile - Head of Customer Experience

**Accountable to:** Executive Director - Customer Services

**Accountable for:** Staffing circa 24. Budget circa £500k.

**Overall purpose of the role:**

1. To be an effective colleague within the strategic leadership team (SLT), making a significant contribution to the business by supporting the Executive Team and delivering operational strategies, corporate priorities and living the business values; and
2. To lead all day to day front of house customer contact including, but not necessarily limited to, telephony, branch offices and self service/website.

**Corporate responsibilities:**

1. Work with Executive colleagues and other senior leaders so that the business is seen by colleagues as a fair, caring, trusting, respectful and open organisation which values its people and retains and attracts the best talent;
2. Passionately drive the delivery of the businesses' equality and diversity plans, ensuring that they are effectively integrated into all aspects of corporate life;
3. Play an active role in shaping the Group's culture into one which encourages accountability, flexibility and rewards people for delivering the corporate priorities and outcomes; and
4. Contribute fully to the SLT and the wider leadership of the business, playing an active and visible role in the overall success of the business.

**Service responsibilities:**

1. Effectively lead and engage colleagues within the Customer Services teams so they play an active role in the success of the business and live the values, focusing on delivering a positive experience to those they serve;
2. Provide leadership across the business for the creation of a renowned customer culture;
3. Responsible for the definition and delivery of the company's customer services strategy, policy and procedures to ensure they are fully aligned and integrated to the business strategy and delivery of services.
4. Responsible for the overall provision of professional and effective customer contact services which exceed customer expectations, particularly in terms of quality and timeliness and in line with the agreed annual budgets.
5. Ensure that all Customer Services staff are properly trained and supported to provide a "first time" resolution to all residents wherever possible.
6. Ensure that all Customer Services staff are properly trained and supported to effectively diagnose and progress all repairs calls in an effective and efficient manner which meets budgetary and service requirements.

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7. Ensure that any customer complaints or any crises are investigated, responded to and progressed efficiently to bring to a successful conclusion and that management colleagues are kept informed in a timely manner;
8. Provide clear and compelling evidence that the Customer Services teams deliver value to the business;
9. Ensure that all the Customer Services teams are customer focussed, aligned to the requirements of the business and equip colleagues with the skills to be successful and productive; whilst remaining flexible and responsive to changing patterns of demand and expectation.
10. Provide clear and compelling evidence that the Customer Services teams deliver value to the business; and
11. Build and maintain effective and productive working relationships with colleagues.

### **Person Specification:**

#### **Qualifications**

- Member of CIH, Customer Services trade body or other appropriate relevant professional qualification or equivalent graduate level qualification which evidences the appropriate calibre for a senior leadership post.
- Degree level education or equivalent through relevant training/experience.

#### **Experience**

- Extensive Customer Services experience at a senior manager level obtained in a multi faceted, multi user organisation.
- Demonstrable expertise in improving and managing support processes and methodologies.
- Commercial awareness and focus on value for the business and efficiency whilst maintaining front line services.
- Evidence of successful influencing skills with Executive staff and Board members.
- Experience of managing multi disciplinary and professional staff teams
- Evidence of being a team player who can support and promote corporate objectives;
- Evidence of motivating colleagues and implementing successful performance management to achieve the best results from individuals and teams.
- Thorough knowledge and understanding of relevant housing, customer services and technical legislation and best practice.
- Evidence of working at a senior level, contributing to the work of the Executive and the Board.
- Experience of developing and supporting telephony and web based customer interfaces to deliver easily accessible and excellent customer services

#### **Skills**

- Proven track record of managing staff to achieve targets.
- Sound decision maker and negotiator, interpreting overall policy and strategy in order to establish goals and standards.
- Ability to remain calm in handling conflict and determination to find a resolution.

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- Ability to produce clear, accurate report on complex issues to a variety of audiences.
- Sound financial abilities leading to positive judgement and appraisal of risk.
- Highly developed communication skills, providing and receiving highly complex, highly sensitive and/or contentious information with the ability to engage people at all levels.
- Effective negotiation skills and proven ability to lead and influence others to develop and imbed new business strategies at Executive and Board level.
- Ability to demonstrate commitment to promoting equality & diversity in the workplace.
- Ability to identify, analyse and promote business opportunities for the organisation as a whole.