

**JOB PROFILE: Customer Insight and Resolutions Manager**

**REPORTING TO: Head of Customer Experience and Insight**

**RESPONSIBLE FOR: 2 x Customer First Team Leaders**

**PURPOSE:** Support the Head of Customer Experience and Insight in the development, delivery, and management of effective and efficient customer service strategy across Teign Housing. Ensuring the highest possible standard of service is delivered and that our services meet the needs of current and future customers.

In collaboration with the appropriate business functions, develop and implement a customer experience strategy and governance framework aimed to improve the customers’ experience across all touchpoints

**Role Responsibilities**

Champion and lead on the ‘I Am Teign – Making Every Contact Count’ initiative – monitoring and evaluating our verbal and written communications accordingly

Lead, motivate and provide strategic direction to the Customer First Team, embedding a culture of continual performance improvement and innovation.

Lead, motivate and provide strategic direction to complaints management including training all staff in current regulations and reporting requirements.

Ensure full compliance with both Housing Ombudsman Service recommendations from spotlight reports as well as the RSH’s Consumer Standards

Working closely with the IT and the Communication teams, optimise the use of customer relationship management (CRM), the website and other digital resources and channels to minimise friction in customers’ interactions with Teign Housing and improve efficiency.

Working closely with The Customer Experience Manager and Resident Liaison Officer at Templer HomeBuild to ensure lessons learnt are embedded.

Ensure the customers’ involvement in design of all customer-facing systems and processes working closely with the Resident Involvement Manager.

Drive improvements to our customer service processes, ensuring effective and innovative multi-channel services are designed, delivered, monitored, and continually reviewed.

Taking the lead on customer insight, ensure that customer data is gathered and utilised effectively to drive continual service improvement.

Facilitate action learning sets and develop SMART action plans to drive continuous service improvement.

To take the lead on developing training packages for both complaint handling and customer service

Maintain personal and professional development to meet the changing demands of the role, participate in appropriate training activities and encourage and support staff development and training

Take responsibility for identifying and managing risks related to this area of the business and put in place appropriate controls to ensure those risks are effectively mitigated**.**

Be an active and effective Senior Manager, working collaboratively with colleagues to ensure that the objectives within Teign’s Corporate Plan are achieved.

Ensure that all communication with customers and colleagues is clear and concise and that any complaints are dealt with in line with Teign Housing standards

Responsible for implementing measures to embed a positive customer culture and right first-time approach across the organisation using lessons learnt from complaints.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service Strategy

**KEY ACHIEVEMENT AREAS:**

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| 1. To meet the targets within the Corporate Plan through the successful delivery of customer service priorities and a customer service ethos across Teign Housing. 2. Continually review Teign’s customer service processes, designing and implementing improvements, ensuring they:  * Can be accessed using a range of channels * Are effective, responsive and maximise performance potential * Make the best use of technology available * Meet the needs and aspirations of current and future customers * Deliver value for money * Focus on delivering first contact resolution for customers * Are compliant with all necessary regulatory requirements      1. To ensure the contact centre delivers seamless business support to patch-based advisers and ensure an effective first contact resolution is achieved 2. Work closely with IT and other service teams and departments to ensure the necessary infrastructure and processes are in place to meet the most common service requests and other agreed tasks and processes in line with agreed policies and procedures. 3. Develop and maintain customer related strategies, policies, and procedures, aligned to regulatory standards. 4. Lead on the implementation of Teign Housing’s multi-channel initiative as well as a blended approach to contact centre management (mixture of office based/agile working approach). 5. To drive consistency and positive communication across all channels that we interact with customers. 6. Develop and maintain both a customer insight and customer experience strategy aligned to regulatory standards. 7. Day to day management of Teign Housings contact centre software. Ensuring that it is updated and produces accurate management reporting regarding users and access information from our customers. 8. Lead on Teign’s Telephony and Digital Inclusion programmes. Ensure staff members in the Contact Centre are fully trained in both areas. 9. Preparation/presentation of customer related reports and performance statistics for Teign’s Executive Team and Board. |
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| 1. Establish, develop, and maintain effective working relationships with all work colleagues to ensure an integrated contribution to Teign Housing’s objectives eg, letting properties, collecting rent, giving effective housing advice etc. |
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| 1. Monitor staff performance and through effective personal development reviews enable staff to provide high quality service and develop their full potential. 2. To develop, manage and monitor any contracts used to deliver the service, ensuring that Teign Housing’s financial regulations, policies and procedures are adhered to and contract specifications delivered. 3. To develop a customer insight strategy, and processes setting out how Teign will ensure customer insight data is relevant, accurate and up to date, captured effectively and used to maximum effect. 4. To liaise effectively with other teams, across other Directorates and all stakeholders to ensure efficient and effective customer service, governance, and audit compliance. |
| 1. Ensure that all situations are dealt with sensitively and with the highest standards of confidentiality in conjunction with the Data Protection Act. |
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| 1. Lead/oversee the work of the Customer First Team to provide a co-ordinated service to Teign Housing’s customers providing signposting information where appropriate. 2. Ensure that the Customer First Team provide a service that is in line with Teign Housing’s customer service standards. 3. Assist the Director of Customers and Communities with the design/implementation of customer excellence and service improvement programmes. 4. Adopting ‘lean’ principles in the development of work processes to reduce waste and duplication. 5. Develop and oversee Customer Campaigns in conjunction with colleagues as and when information is needed to improve services. |
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| 1. Support appropriate learning opportunities for staff in line with departmental and organisational priorities 2. Ensure managers and their staff have a clear understanding of what is expected of them and that process 3. Provide strategic management and support to Customer First Team Leaders, ensuring effective two-way communication and collaboration is achieved with all teams across Teign Housing. 4. To monitor and control expenditure in accordance with the budget, procedures, levels of delegated authority and financial control/audit requirements, taking appropriate action when variances occur. |

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place.
3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times, and the jobholder is expected to carry out other duties requested by the line management time to time. |

Signed by Post Holder: …………………………………………………..

Print Name:………… ………………………………………………..

Date: …………………………………………………………………