

ROLE PROFILE

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| Role Title: | Customer Scrutiny Officer |
| Department: | Quality & Customer Experience |
| Role Purpose: | <p>To directly manage and co-ordinate the delivery of scrutiny, engagement and service consultation functions. Understand service development initiatives and tailor approach accordingly.</p> <p>Monitor and report outcomes of all scrutiny and any additional customer engagement activities.</p> |
| Reporting to: | Customer Scrutiny Team Leader. |
| Responsible for: | N/A |
| Disclosure level: | Enhanced |
| Role Level: | Frontline Worker |

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| Key Role Responsibilities | <p>To facilitate strategic and operational scrutiny activities in partnership with our customers, operational leaders and subject experts.</p> <p>To collate and report performance information as and when required, linked to scrutiny activity, which will then be subject to customer and operational evaluation.</p> <p>Work closely with a range of teams and stakeholders and ensure that recommendations from scrutiny activity feeds into service improvement and is coordinated with service leads.</p> <p>Assist in the development & delivery of training programmes to ensure effective scrutiny and customer engagement; identify and provide basic capacity building training to customers when required.</p> <p>To track and report regularly the impact, outcome and value for money (VFM) of all activities undertaken.</p> <p>To develop and deliver customer engagement opportunities that add demonstrable value in line with our customer scrutiny responsibilities.</p> <p>Highlight to Customer Scrutiny Team Leader activities that are no longer fit for purpose and identify recommended changes/improvements.</p> |
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| | <p>Support frontline service improvement initiatives by ensuring customer engagement is timely, well organised and meets our regulatory responsibilities.</p> <p>To increase in number and quality the opportunities that exist for Midland Heart customers to engage and have a real impact on services & policies and to participate in decision-making.</p> <p>To conduct risk assessments for all activities as appropriate</p> <p>To implement and oversee customer audits, such as Tenant Inspectors. Ensure timely feedback to Neighbourhood Teams; track and report all actions raised and whether or not these have been completed promptly. Highlight any concerns to the Customer Scrutiny Team Leader.</p> <p>Be available to attend evening and weekend meetings/events as and when required.</p> |
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| <p>Education, Qualifications and Training</p> | <p>Good levels of numeracy and literacy</p> |
| <p>Knowledge and Experience</p> | <p>Proven track record of delivering measurable outcomes as a result of customer scrutiny.</p> <p>Proven track record of managing and co-ordinating the delivery of customer scrutiny, engagement and service consultation functions.</p> <p>Passion for excellent customer service demonstrated through track record of achievements.</p> <p>Experience of identifying problems and developing solutions, which are shared and supported by a range of stakeholders and service users.</p> <p>Experience of organising own workload with broad guidelines and delivery outputs on time and to required standard.</p> |
| <p>Role Specific Skills & Behaviours</p> | <p>Excellent communication skills combined with the confidence to communicate with a diverse range of stakeholders.</p> <p>Willingness to work flexible working hours.</p> <p>A flexibility and willingness to work as part of a multi disciplinary team to achieve a shared vision.</p> <p>Commitment to Customer Scrutiny and empowerment.</p> |

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| | <p>Ability and willingness to travel. Ideally holds a driving license and has the use of an insured vehicle for work use, or evidence of the ability to travel throughout the area of operation.</p> |
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