

Role Profile

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

Key Role Responsibilities	<ul style="list-style-type: none"> • To develop and deliver customer engagement opportunities that add demonstrable value in line with our customer scrutiny responsibilities. • To track and report regularly the impact, outcome and value for money (VFM) of all activities undertaken. • Highlight to Customer Scrutiny Team Leader activities that are no longer fit for purpose and identify recommended changes/improvements. • Support frontline service improvement initiatives by ensuring customer engagement is timely, well organised and meets our regulatory responsibilities. • 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. • To conduct risk assessments for customer involvement as appropriate • 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
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	<p>Scrutiny Team Leader.</p> <ul style="list-style-type: none"> • Ensure Tenant Inspectors are fully supported; this includes accompanying them occasional on-site inspections to check that they are identifying all relevant issues. • Assist in the development & delivery of training programmes to ensure effective customer engagement; identify and provide basic capacity building training to customers when required. • To collate and report performance information as and when required, which will then be subject to internal evaluation and resident consultation. • To work closely with a range of teams and stakeholders and ensure that service improvement feedback is fed back in a constructive and coordinated way. • Be available to attend evening and weekend meetings/events as and when required.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Good levels of numeracy and literacy
Knowledge and Experience	<ul style="list-style-type: none"> • Proven track record of managing and co-ordinating the delivery of customer scrutiny, engagement and service consultation functions. • Proven track record of delivering measurable outcomes as a result of customer scrutiny. • Passion for excellent customer service demonstrated through track record of achievements. • Experience of identifying problems and developing solutions, which are shared and supported by a range of stakeholders and service users. • Experience of organising own workload with broad guidelines and delivery outputs on time and to required standard.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Excellent communication skills combined with the confidence to communicate with a diverse range of stakeholders. • Willingness to work flexible working hours. • A flexibility and willingness to work as part of a multi-disciplinary team to achieve a shared vision. • Commitment to Customer Scrutiny and empowerment

