

Role Profile

Role Title:	Customer Experience and Quality Manager
Department:	Service Improvement and Customer Experience
Role Purpose:	<p>To design, develop and oversee the implementation of an effective best practice framework through which improvement objectives can be delivered.</p> <p>Assist in the development of continuous improvement in customer service, safeguarding practices and satisfaction through the effective and systematic use of customer feedback and quality assurance mechanisms, to increase reliability and consistency in the delivery of service standards across the organisation.</p>
Reporting to:	Head of Quality & Customer Experience
Responsible for:	<p>Customer Experience Officers</p> <p>Quality and Safeguarding Officer</p>
Checks:	Basic DBS & Social Media Check
Role Level:	Frontline Manager

Key Role Responsibilities	<ul style="list-style-type: none"> • To ensure delivery of effective complaint management and drive a reduction in service failure and avoidable contact. • Working strategically across the business to ensure our safeguarding approach is robust and protects our Customers from harm and abuse where possible. • Identifying and implementation of best practice and encouraging innovation to improve services to customers. To promote and lead service delivery and development that increases first contact resolution, right first-time service delivery and a channel shift in access to services. • To work closely with customers and colleagues to provide an internal advocacy service to achieve timely resolutions. • To be responsible for Quality and Safeguarding and Customer Experience Teams, ensuring that business objectives are met. • To engage in business planning and budget setting and to be accountable for effective communication on outcomes to be delivered to team members. • Identifying emerging business risks and in conjunction with the Quality & Customer Experience and Functional Director putting in place actions to control them and / or mitigate the impact. • To ensure the timely reporting and effective communication of accurate,
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	<p>reliable and validated business performance data and information gained through formal and informal complaints and other feedback mechanisms on service delivery.</p> <ul style="list-style-type: none"> • Respond effectively to customer complaints and or service failure, acting to resolve the issues and putting in place action to reduce the likelihood of further complaints from the same source or about the same matter and reducing other avoidable contacts. • To oversee inspections, investigations and assessments of services including thematic and other cross-cutting work. • To ensure all services meet appropriate contract compliance outcomes with regards to quality assurance • Support the Safeguarding Board and independent chair in delivery of strategic aims for safeguarding across the business • To maintain a database of internal and external inspections. Regularly producing written reports on work undertaken, and delivering presentations on findings to management teams. • To work closely with operational and central service staff to enable a holistic view of risk, assurance, quality and compliance. • To participate in national and regional activities and events, in order to promote best practice and share learning. • Manage projects designated to you and engage customers in service reviews. • Deputise in the absence of the Head of Quality & Customer Experience.
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<p>Education, Qualifications & Training</p>	<ul style="list-style-type: none"> • Educated to degree level or equivalent technical level of expertise gained from related work activities.
<p>Knowledge & Experience</p>	<ul style="list-style-type: none"> • Significant operational experience delivering Housing Management Services, including the application of Housing & other relevant legislation. • Significant experience of staff management and performance management. • Experience of managing and setting budgets and able to demonstrate a sound understanding of financial management processes. • Experience of report writing and presenting findings to a range of audiences including governance boards. • Experience of safeguarding, overseeing and conducting audits and inspections in the sector; identifying risk areas and working with others to implement changes. • Experience of training colleagues.

	<ul style="list-style-type: none"> • Demonstrate a sound knowledge of accepted good practice in service delivery within the social housing sector. • Able to use a wide range of ICT systems and software necessary for the delivery of service and business objectives.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Ability to manage projects. • Ability to analyse and interpret complex information and utilise for individual casework and service improvement. • Able to provide consistently excellent internal and external customer service through the provision of a range of support services; evidencing value for money, regulatory compliance and continuous improvement. • Commitment to quality service provision and customer satisfaction. • Ability and willingness to engage customers in service development and scrutiny Resilience and the ability to support and motivate staff through difficult and challenging circumstances. • Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.