

Role Profile

Role Title:	Head of Customer Experience
Department:	Customer Experience
Role Purpose:	Lead the delivery of an accessible and effective complaints management service, embedding a positive complaint handling culture across our organisation and supporting the learning from complaints to drive service delivery improvements.
Reporting to:	Director of Customer Experience
Responsible for:	Customer Experience Manager & Housing Ombudsman Case Manager
Checks:	Basic DBS and Social Media Check
Role Level:	Operational Leader

Key Role Responsibilities	<ul style="list-style-type: none"> • Lead and develop the work of our Customer Experience team, ensuring our tenants and customers are treated with fairness and respect. • Provide a clear vision and objectives to the Customer Experience team. Creating a common sense of purpose that the team and wider business buy into. • Ensure that service failures across the business are recognised quickly and put right without delay. • Ensure senior leaders across the business buy into and deliver a positive complaint handling culture. Actively learning from mistakes and good practice to ensure tenants and customers have a good experience. • Overseeing the performance of the Customer Experience team. Driving a culture of compliance with the Ombudsman Code of Practice as well as wider legal and regulatory requirements. • Provide updates to the Board, Executive and Committee on complaint handling performance, highlighting root causes for dissatisfaction and good practice. • Build effective and constructive relations with the Housing Ombudsman Service. Ensuring that the resources available to us by being members are utilised effectively. • Own the Complaint Policy ensuring it is compliant with the code of
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	<p>practice and delivers outstanding results for our tenants and customers.</p> <ul style="list-style-type: none"> • Horizon scan and identify future risks and bottlenecks the business may face and proactively mitigate these. • To engage in business planning and budget setting and to be accountable for effective communication on outcomes to be delivered to team members. • To participate in national and regional activities and events, in order to promote best practice and share learning. • Manage projects designated to you by the Director of Customer Experience and engage customers in service reviews. • Play an active role in the leadership group and support the delivery of corporate priorities. • To deputise in the absence of the Director of 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.
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<p>Knowledge & Experience</p>	<ul style="list-style-type: none"> • Operational experience of leading a complaint handling function. • Detailed understanding of the Housing Ombudsman Code of Practice. • Demonstrate a sound knowledge of accepted good practice in service delivery within the social housing sector. • Experience of motivating teams, setting visions and effective performance management • Experience of managing and setting budgets. • Experience of report writing and presenting findings to a range of audiences including governance boards
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<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Passionate about delivering high standards and championing consumer rights. • Resilient and can keep calm under pressure, staying focussed on core objectives. • To be able to analyse and interpret complex information and utilise for individual casework and service improvement. • Can articulate to governance bodies complex sets of information in a simple way, drawing out key points and trends.
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| | <ul style="list-style-type: none">• Excellent written and verbal communication skills – can adapt approach to very different stakeholders.• Able to use a wide range of ICT systems and software necessary for the delivery of service and business objectives• A strong ability to influence others, securing buy-in to activities and delivering mutually beneficial outcomes.• Comfortable with challenging others, including more senior leaders.• Creative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions. |
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