Role Profile

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| **Role Title:** | Customer Liaison Manager |
| **Department:** | Repairs & Maintenance |
| **Role Purpose:** | To lead and manage a team of Customer Liaison Officers, ensuring effective delivery of damp and mould cases & legal disrepair cases; overseeing case management, proactively identifying and managing higher-risk cases, and driving successful outcomes for complex issues. |
| **Reporting to:** | Head of Specialist Repairs |
| **Responsible for:** | Customer Liaison Officers |
| **Disclosure level:** | Standard DBS & Social Media Checks |
| **Role Level:** | Front Line Manager |

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| **Key Role Responsibilities** | **Team Management**  Lead, motivate, and support a team of Customer Liaison Officers, ensuring high standards of performance and customer service.  Provide guidance, training, and development opportunities to enhance team capabilities and resilience.  Monitor and report on the impact, outcomes, and value for money of the activities undertaken by the team.  Implement improvements based on performance KPIs and feedback.  **Case Management**  Oversee the management of customer cases, with a focus on identifying higher-risk and complex cases.  Effectively monitor and manage the complaints process and caseload related to damp and mould, coordinating with internal teams and external suppliers, directing investigations and ensuring effective and timely resolution and accurate follow-ups to prevent escalation.  Actively participate in investigating, managing and resolving higher-risk and complex cases. Provide expertise and strategic direction to the team to address issues effectively.  Regularly report findings and trends to the Operations Manager, providing insights to enhance service delivery.  Responsible for maintaining accurate, timely record and document keeping in relation to Tenants and Team.  **Data Analysis**  Analyse data to identify trends and root causes of damp, mould and disrepair. Gather insights and share findings with the Operations Manager, while facilitating discussions in team meetings to collaboratively address issues and enhance service delivery.  **Tenant Focus**  Build and maintain professional relationships with tenants. Ensure a consistent approach to addressing customer concerns and enhancing tenant satisfaction.  **Collaborative Decision-Making**  Work closely with internal/external stakeholders, including the planning team and supervisors, to make informed decisions that benefit tenants.  Use initiative and judgement to resolve complaints effectively, ensuring a collaborative approach to improve tenant outcomes.  **Process Improvement**  Review and enhance processes and procedures to increase efficiency and effectiveness. Drive continuous improvement in service delivery and tenant experience. |
| **Education, Qualifications and Training** | Achieved relevant qualifications in housing, property management, or a related field (or willingness to work towards). |
| **Knowledge and Experience** | * Proven experience in managing teams and delivering successful outcomes in property repairs and maintenance. * Strong understanding of damp and mould issues, legal disrepair processes, and property maintenance systems. * Demonstrable experience of managing complex and high-risk cases effectively. * Experience of working with customers and delivering a high-quality service. * Experience in managing or overseeing a team, with a focus on ensuring compliance with SLAs and KPIs. |
| **Role Specific Skills & Behaviours** | * Strong leadership and management skills, with a focus on driving continuous improvement and the ability to inspire and manage a team to achieve high performance. * Excellent problem-solving skills and a proactive approach to identifying and addressing issues. * Proactive approach to risk management and service improvement. * Strong analytical skills to identify trends and develop action plans. * Excellent communication and stakeholder management skills, with the ability to influence both internal teams and external contractors and explain complex issues effectively. * Exceptional negotiation skills and the ability to challenge and influence. * High level of IT literacy, including the ability to effectively use asset management and compliance software to monitor performance and reporting. |