

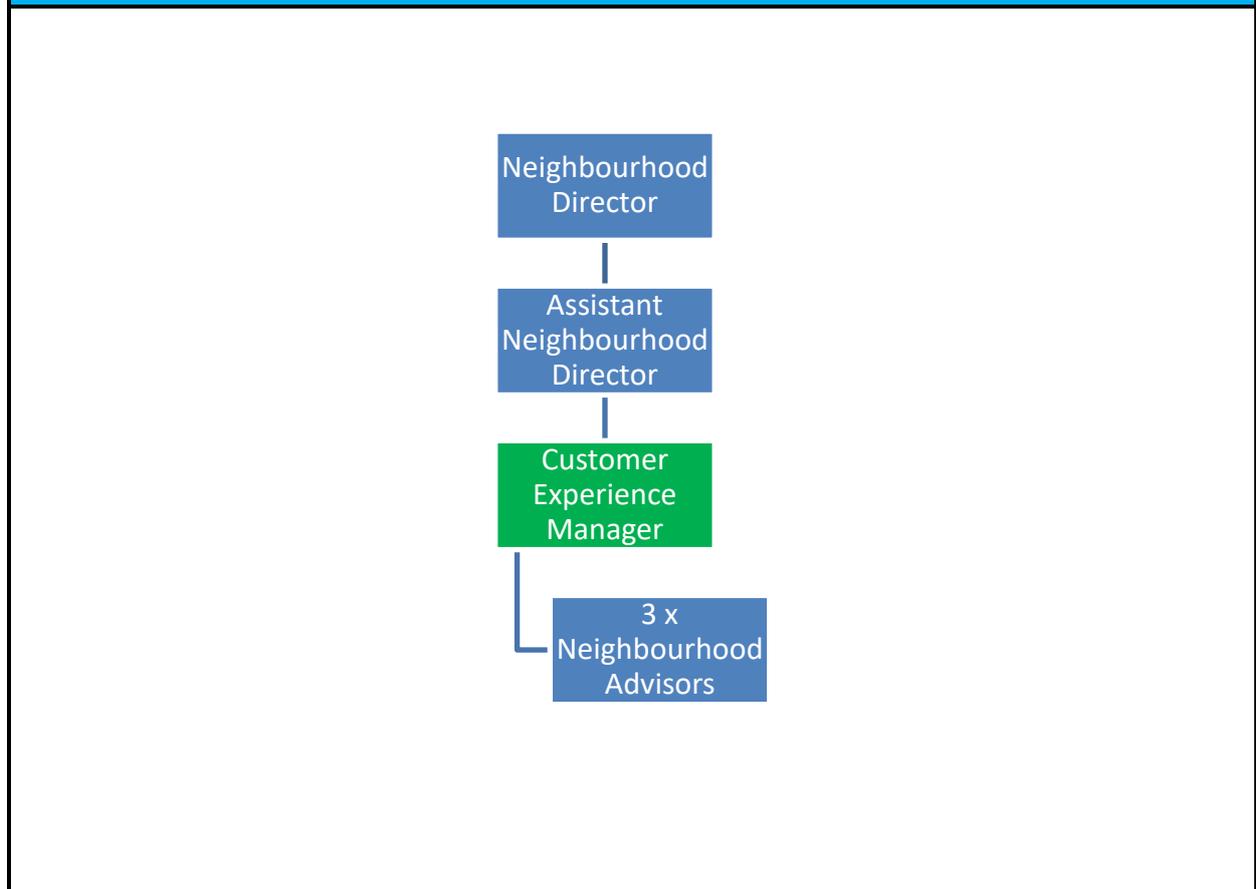
JOB DESCRIPTION

Job Title	Customer Experience Manager
Position Number(s)	TBC
Department	Lancaster West Neighbourhood Team
Section or Service	Housing Management
Grade	£34,900 to £47,300 pa

DESIGNATION:

Responsible to:	Assistant Neighbourhood Director
Employees directly supervised (if applicable):	3 direct

Family Tree:



JOB PURPOSE:

1. To develop and lead unique housing management and neighbourhood services with pace, empathy and an unparalleled resident-focus, delivering exemplar services for residents, and transforming Lancaster West into a model estate for the 21st Century through a multi-million pound refurbishment co-designed with residents.
2. To manage and develop excellent customer services across all channels – including face-to-face, telephone, email, and digital - and ensure that residents are placed at the centre of service delivery across the team.
3. To develop and implement business processes that deliver efficient and effective customer services, leading on all service improvement projects linked to complaints and the customer experience.
4. To ensure that the complaints service meets the needs and expectations of all stakeholders and achieves high levels of service-user satisfaction.
5. Lead on the analysis of complaints data to identify trends and lessons learnt, ensuring the information is shared internally, externally and used to continuously improve services.

DESCRIPTION OF DUTIES:

1. To co-ordinate service delivery and ensure seamless service provision across a range of front line services including housing management, repairs, estate management, community development and engagement.
2. Organise, plan, and monitor the team to ensure optimised interaction with the residents we service.
3. Developing and implementing strategies useful in improving customer relationship and satisfaction.
4. Develop and deliver the structure and culture to ensure residents receive a seamless service that meets their expectations and consistent service standards. Show strong customer focus, especially in the particular circumstances of the Grenfell tragedy, demonstrating sensitivity to local issues.
5. Lead and ensure that a team of neighbourhood advisors provide a modern, efficient, customer focussed housing service that is more widely and imaginatively involved in supporting and resolving the diverse issues of the Lancaster West neighbourhood.
6. Ensure consistent cover is provided for telephone and face to face services, and that performance targets and service standards are met, with regular reporting used to address service failure and opportunities to improve.
7. To ensure that quality services are embedded across the team in responding to residents and key stakeholders, working with all teams to deliver excellent customer services.

8. To work with other departments and build positive relations and respond proactively to service failures.
9. Identify the need for training/coaching through feedback from residents and monitoring of general correspondence and take steps to address this.
10. Contribute customer service information and recommendations to strategic plans and reviews to ensure that resident' needs and expectations are incorporated.
11. Oversee the regular review the LWNT service standards, and report compliance to the and any actions needed to improve performance.
12. Be the lead officer on complaints and Members' Enquiries.
13. Lead on the learning from complaints, including meetings with the Housing Management Team, other management/operational teams and resident bodies to identify and discuss what the feedback is saying and how the information will be used.
14. Monitor all PIs relating to customer experience and complaints, ensuring data is used to identify changes to improve both performance and processes.
15. Produce all performance reports as required, including informal complaints, compliments, correspondence response times and management reports (i.e. annual report, resident bodies, Housing Management Team).
16. Carry out associated benchmarking activities and report findings both internally and externally, making recommendations for improvement.
17. To ensure that GDPR and other all data protection guidance is implemented in managing complaints and general enquiries.
18. Work with IT to ensure that CRM workflows reflect the relevant policy and procedure, and lead on any changes needed to improve the service.
19. Act as the key point of contact in ensuring office accommodation is fit for purpose, complies with health and safety policies and procedure
20. Act as a liaison with corporate property and facilities to ensure that LWNT front line services are accessible.
21. Be the lead office on business continuity for LWNT, and ensuring Out of Hours Cover is in place to respond to the needs of residents.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

DIMENSIONS:

Quote figures which give a picture of the job as follows:

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned**

N/A

- (b) Any other statistics relating to the work**

795 properties managed on the Lancaster West Estate. 47 properties in addition in Bramley

House and Bramley Road.

I agree to the above job description

Post Holder

Date

Director

Date

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Customer Experience Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, customer care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent, or experience of leading customer experience team or contact centre in a housing or related environment

C	<p>Essential qualifications/knowledge and experience:</p> <ul style="list-style-type: none"> • Experience of staff supervision and working in a customer-facing role • Experience of using call-handling software to monitor service provision and service standards, and managing the performance of others accordingly • Excellent communication skills, including the use of Excel and Word to compile reports for different audiences • Ability to give/receive feedback in a constructive manner to deliver improved outcomes for residents • Negotiation and influencing skills, with experience of resolving service failure • Ability to analyse data to identify trends and priorities • Motivation and willingness to lead a team deliver its objectives • An understanding of the principles of continuous improvement, and tools that can be used to deliver it • Organised and methodical approach to workload and meticulous record keeping • A self-starter with the ability to meet deadlines and deliver projects on time • Confidently able to provide advice to officers at all levels across the team • Able to maintain a high level of confidentiality and discretion, and deal with information requests with tact and understanding
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs.

	<p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<div style="text-align: center; margin-bottom: 10px;">  <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
G	<div style="text-align: center; margin-bottom: 10px;">  <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.