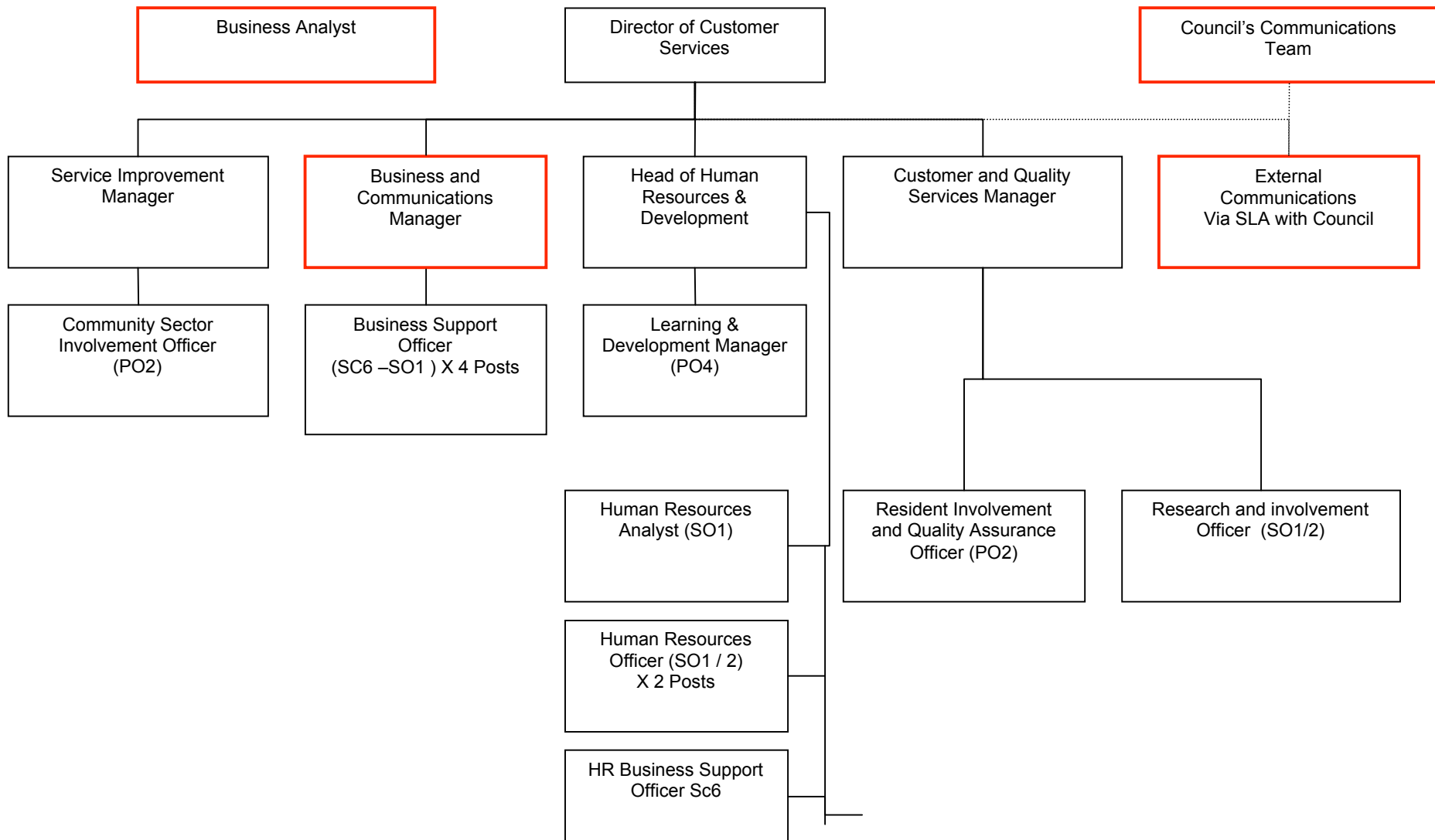


## Customer and Quality Services Manager- Job Profile



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#### **Main Purpose**

To ensure that services provided by HFH are of the highest quality and consistency.

To be responsible for the complaints strategy, reviewing the strategy to ensure it remains fit for purpose, leading on dealing with complaints effectively and ensure lessons are learned and changes made if required.

To be responsible for the resident involvement strategy, including its development and implementation and carrying out regular mystery shopping exercises.

To be the key lead post in managing the relationship with HAFFTRA. (the borough wide tenants and residents federation)

To take a lead in company wide consultation and develop action plans for the Management Board.

To ensure customer satisfaction is measured effectively and reported across all service areas and results are used to improve services.

#### **Key Accountabilities**

##### **Governance & Accountability**

- Ensures that complaints and member enquiries are properly monitored and responded to and that trends are identified and reported in order to improve service delivery and customer satisfaction
- Ensures accountability to H & F's customers for service delivery. This will include reporting to Resident forums (tenant and leaseholder), the council and the Board.
- Responsible for the delivery of the resident involvement strategy and action plan and the relationship with HAFFTRA.

##### **Strategy**

- Develop and implement a complaints and enquiries strategy, encompassing ways of reviewing consistency and quality of responses, identifying issues and trends and ensuring lessons are learned.
- Develop and implement a resident involvement strategy in line with H & F's policy and menu of involvement and in consultation with resident groups, which encompasses a range of ways of consulting and involving residents in the improvement of services.
- Ensure residents are fully aware of the opportunities that exist for them to participate in the good governance of H & F Homes.
- Work with and advise colleagues to support resident involvement in service reviews and policy development. Ensuring that a 'customer focused' approach is transparent in service reviews and policy development.

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- Implement a programme of mystery shopping involving residents and providing analysis of results to managers, the management board and the directors of the company including recommendations for service delivery improvements
- Ensure customer satisfaction for all services is measured regularly and results and outcomes are reported and action plans are implemented to increase satisfaction
- Liaise with Business Analyst to determine annual research plan.
- Work with Council, HAFFTRA and Business Analyst on undertaking survey of tenants on levy

### **Financial Management**

- Assist the Director of Customer Services in drafting annual resident involvement budget (including residents' training plan)
- Identify, and when appropriate apply for, external funding and other resources to further enhance resident involvement.

### **Performance Management**

- Prepare regular reports (in an accurate and timely manner) on current performance on complaints, members enquiries, resident involvement and customer satisfaction, presented in a clear and accurate format.
- Critically analyse trends and identify and implement actions to take to resolve complaints, resident involvement and customer satisfaction issues.

### **Staff Management**

- Recruit, manage and develop all staff including determining and setting priorities as well as ensuring the achievement of performance standards
- Deliver regular communication and briefings to the department and ensure information is clearly disseminated

### **Effective Service Provision**

- Take lead responsibility for specific resident involvement initiatives and projects including branding the range of RI activities and introducing an e-panel in liaison with Secretariat Manager in accordance with the communications strategy.
- Lead on the development of procedures and initiatives for effective participation and consultation in close liaison with residents and staff.
- Monitor quality of correspondence and customer service across the company by overseeing quality assurance audits and mystery shopping exercises
- Ensure regular feedback is received from residents and acted upon.
- Ensure the provision of quality information to residents, staff and other stakeholders through newsletters, briefing documents and communication tools on outcomes of involvement in accordance with the Communications Strategy.
- Ensure resident involvement is viewed in the context of value for money and costs and outcomes of involvement are reported to residents and other stakeholders

## **Customer and Quality Services Manager- Job Profile**

- Identify issues and trends in complaints and develop recommendations and action plans arising from this analysis
- Ensure an efficient Tenants & Residents Association registration process is introduced and followed, including the facility to measure the effectiveness of TRAs.

### **External & Internal Liaison**

- Establish effective links with other sections of the organisation, staff, the Council, councillors, relevant ALMOs and Registered Social Landlords, external agencies, consultants, voluntary sector, HAFFTRA and Resident Associations/Groups.

### **Other duties**

- Perform other duties as may be reasonably required by the line manager
- Provide assistance in dealing with major emergencies that may arise, including support at rest centres.

### **Key Performance Criteria**

- Improving customer satisfaction with complaints and members enquiries
- High level of consistency, good quality of responses and timely resolution of complaints across the company
- Improvements in service because of trends identified in complaints and satisfaction surveys
- Customer satisfaction and positive feedback from external customers.
- Comprehensive range of Resident Involvement initiatives and processes operating effectively.
- Resident Involvement support and project work delivered to a high standard.
- High level of resident satisfaction with their opportunities to influence (survey).
- Staff and residents aware of the involvement strategy and policy and their contribution to achieving its outcomes.
- Effective monitoring systems in place.
- Staff and residents have access to and knowledge of effective involvement practices.
- Increasing number of residents involved with H & F' Homes development and implementation of policies, procedures, standards, monitoring.
- Expenditure within budget
- Compliance with H & F's policies and procedures
- Good reputation and profile of H & F's
- Effective liaison and relationship building with local service providers
- Contribution to organisational improvement initiatives
- Accurate and timely record keeping

## Customer and Quality Services Manager- Job Profile

### Key Experience and Qualifications Required

#### *Essential Criteria:*

- Degree or equivalent
- Experience of staff management in a performance management environment
- Experience of working with residents and suitable knowledge and understanding to develop resident participation
- Experience of managing a customer focused service
- Experience of working in a political environment and developing positive relationships with lead members of the council
- Excellent presentation and report writing skills
- Excellent oral communication skills
- Willingness to work out of hours as required
- Level of IT literacy required for this post – intermediate
- Excellent skills in negotiation and problem resolution
- Experience of carrying out research
- Ability to undertake statistical analysis of survey results

#### *Desirable Criteria:*

- Experience of managing and interpreting budgets
- Experience of procuring, designing and implementing research projects
- Experience of analysis of survey data using SPSS or excel

### Competencies

- Analytical thinking
- Customer focus
- Confidence and judgement
- Commitment and drive
- Communication and influence
- Teamwork
- Planning and organising
- Professional and ethical practice
- Developing others
- Leading others