

ROLE PROFILE

Role Title:	Customer Experience Team Leader
Department:	Quality & Customer Experience
Role Purpose:	<p>To provide effective management of the Customer Experience team. To oversee the implementation of the Complaint's Policy and to recommend service improvement initiatives based on root cause analysis.</p> <p>To support the development of continuous improvement of services in line with corporate aims, objectives and values.</p>
Reporting to:	Service Improvement Manager
Responsible for:	Customer Experience Officers
Disclosure level:	NA
Role Level:	Frontline Manager

Key Role Responsibilities	<p>To oversee the design and implementation of a robust framework for analysing customer complaints and performance information that can easily report trends and recommendations.</p> <p>To ensure that systems are in place to resolve customer complaints and dissatisfaction quickly and effectively, Work with all teams to use customer intelligence and performance information to drive improvement.</p> <p>To monitor and report compliance for all teams across the organisation; liaise closely with business leads to create a collaborative problem solving and learning culture across the organisation.</p> <p>To ensure the timely reporting and effective communication of accurate, reliable and validated business performance data and information gained through formal and informal complaints and other feedback mechanisms on service delivery</p> <p>To ensure lessons learnt from complaints and performance information is fed into all policy and procedural reviews, driving forward continuous improvement.</p>
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	<p>To have oversight of new ideas / best practice nationally and use these to influence the continuous improvement of our own customer complaints handling; training others where appropriate.</p> <p>Use our website pro-actively; identify quickly new trends and ensure that it prevents avoidable contact.</p> <p>Effective team management.</p> <p>To monitor closely and manage compensation budgets; ensure compliance with the complaint's policy compensation matrix. Report trends and any areas of non-compliance to the Service Improvement Manager and business leads.</p> <p>To liaise closely with Audit & Risk Directorate as and when required and to provide any information required for Ombudsman enquiries that are received.</p> <p>To understand our Regulatory Responsibilities and ensure all activity supports our delivery of this.</p>
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Education, Qualifications and Training	<p>Good levels of numeracy and literacy.</p> <p>Degree level or equivalent technical level of expertise gained from related work activities.</p>
Knowledge and Experience	<p>Proven management experience with a focus on performance achievements and compliance with Policy and Procedure.</p> <p>Substantial experience resolving customer complaints, being able to address the needs of external and internal customers with consistency and appropriate sensitivity.</p> <p>Experience of implementing CRM solutions</p> <p>Experience of managing budgets.</p> <p>The ability to actively seek out the customer's requirements, then develop and shape services that best serve them.</p> <p>Thorough knowledge of Regulatory Responsibilities of social housing providers.</p> <p>A sound understanding of MS Office including ability in MS Word, Outlook, Excel and Powerpoint.</p>
Role Specific Skills &	<p>Communicates clearly and concisely with external and</p>

Behaviours	<p>internal customers by a range of methods most appropriate to the circumstances.</p> <p>Ability to produce effective reports and action plans that have clear, measurable outcomes.</p> <p>Takes a structured and consistent approach to problem-solving, ensuring quality, customer satisfaction, cost and efficiency is taken into consideration at all times.</p> <p>Commitment to high quality service, ensure all team members deliver their objectives.</p>
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