

JOB DESCRIPTION

JOB TITLE:	Head of Customer Services
LOCATION:	Newlon House, Tottenham Hale N17 & Hybrid.
SALARY:	£58,504 pa this post is eligible to participate in the performance related pay scheme
REPORTING TO:	Assistant Director of Homes and Neighbourhoods
DIRECTLY MANAGES:	3 x Customer Service Team Leaders 1 x Service Resolution Team Leader (Complaints) 1 x Customer Services Team Leader – Barnsbury
RESPONSIBLE FOR:	2 x Senior Customer Service Advisors 23 Customer Service Advisors 3 x Service Resolution Managers (Complaints)

The role.

This is a new role and we are looking for the Head of Customer Services to provide operational leadership of our customer experience, taking ownership of service quality from the point of enquiry to final resolution. This is an exciting time to be working at Newlon and we need someone who can bring a fresh set of experienced eyes and who can take a lead on finding improved ways of working that utilise our great staff and make best use of technologies. Our goal is to be easy to deal with, trusted and to provide quick resolutions to our resident service requests. We have developed our new way of working called Trust Newlon and all

departments are working closely to deliver our service goals. We are looking for an energetic and inspirational leader to help us bring this vision to life and to take the team along on the journey. This role is essential to help us deliver on our goals to increase resident satisfaction and improve the service experience on every interaction with Newlon.

What you need to know about the role -

- Our one stop shop Service Centre receives around 4500 calls a month and 6000 emails and the post holder will need to identify ways to reduce demand, repeat contacts and move residents to our self-service portal where that works for them.
- The role has responsibility for complaints handling (Service Resolution Team) ensuring we are responding and resolving residents' complaints in a resident centric way and in accordance with the new Ombudsman code and regulatory requirements.
- We want to develop a proactive outbound call model to follow up with dissatisfied residents, provide proactive updates to prevent residents having to call us back and enable us to reach out to vulnerable residents.
- You will be an ambassador role, promoting the highest standards of resident service across Newlon.
- We want to be known for always actively seeking resident feedback and utilising learning from a range of sources to drive service improvements across Newlon. Looking for ways to reduce barriers to service and streamline processes for the benefit of service delivery.
- The role and teams are advocates for the resident, ensuring services are delivered with sensitivity, warmth and empathy.
- The role involves working closely with all senior managers & business leads to ensure service failures are owned and resolved and that we learn from our mistakes.
- The role is responsible for the development of your team and to explore specialisms within the service centre to aid staff development and retention.

A. SPECIFIC TASKS AND RESPONSIBILITIES

	Key Tasks and Responsibilities	Performance Standard
1	<p>To deliver service excellence across the service teams.</p> <ul style="list-style-type: none"> Currently we measure for 80% of calls to be answered and emails to be responded to within 10 working days. The post holder should drive improvements in this area to reduce call wait times and faster email replies. Manage the service resolution team ensuring complaints are responded to within 10 working days and that the response is clear and that all relevant service leads are managing the delivery of an appropriate resolution. 	<ul style="list-style-type: none"> To manage the customer services team to deliver professional, friendly and helpful multi-channel interactions. To work with colleagues to deliver seamless end to end resident centred services using workflow and telephony systems to drive excellence and consistency. Ensure that resident contacts, system and database records, repairs orders and other processes are managed with high levels of accuracy and that quality assurance is in place to guarantee this. Ethos of Newlon Gold and Trust Newlon established and maintained across the service teams. Ensuring effective staff and performance management so that all staff meet operational performance and behavioural expectations, maintaining high morale and a team who thrive with tailored personal development, and who are proud advocates for our customers. Work-flows, scripts and information banks developed and implemented to remove inefficiencies and enable most enquiries to be dealt with at first point of contact. Service model regularly reviewed and improved on the basis of resident feedback, patterns of demand and using data/trends to drive improvements. Developing a 'house style' of written communication in conjunction with our Communications Team which is warm, empathetic and clear. Developing a process to deliver written operational communications for other departments where customer updates are required, creating consistency and operational success. Improved call answering / wait times and reduced email response times An accessible complaints service where complaints can be resolved at the initial stage with reduced escalations to stage 2.

Key Tasks and Responsibilities		Performance Standard
		<ul style="list-style-type: none"> • Acts as project lead on any resident driven changes or innovations.as required. • Issues relating to service delivery resolved across Housing and other relevant departments. • Regular resident feedback sought and used to assess the effectiveness of the organisational approach to resident services • Be an advocate for the resident experience and our approach of putting residents first.
2.	To ensure that all resources are used effectively to deliver resident satisfaction, quality and value for money.	<ul style="list-style-type: none"> • New technology and methodologies investigated and cost-effectiveness evaluated. • Staff trained to deliver services to a consistently high level and in line with Newlon's service standards. • Staff performance maintained at a consistently high level through regular and consistent use of monitoring, coaching, 121s and appraisals.
3.	To contribute to the effective running of the Housing directorate	<ul style="list-style-type: none"> • All Newlon policies enforced and adhered to. • Effective contributions made at meetings. • Assistance provided to the Assistant Director of Housing & Neighbourhood Services as required. • Leading and contributing to team and departmental work plans, policy and service reviews, corporate strategies and projects.
4.	To provide leadership to staff, maximising resources available and operating within equal opportunities policy and procedures	<ul style="list-style-type: none"> • Ongoing appraisals and effective supervision undertaken of all staff using Newlon's management policies and procedures. • Staff cover sufficient to meet needs of the business. • Develop plans for staff development and retention. • Championing our Equality, Diversity and Inclusion work.

		<ul style="list-style-type: none"> • To offer best in sector staff selection, induction, training and continuous improvement, including professional customer service qualifications. • To recognise and support candidates who may offer Newlon future succession into other roles. • To explore new ways of recruitment to get the best staff and aid retention.
5.	Financial Management	<ul style="list-style-type: none"> • Budgets monitored and any issues identified and dealt with early. • Ad hoc or high value spending negotiated with maintenance budget holder taking account of cost and need.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.