

Job Description

Directorate Customer & Communities	Grade E
Service Customer Experience	Job evaluation number
Reports to Customer Insight Business Partner	Responsible for None

Job purpose and role

- Support the Customer Insight Business Partner to drive and improve process change to enable positive outcomes for Beyond Housing customers and the organisation
- Be the first point of contact for involved customers
- Advise teams across the business of engagement best practice
- Enable, mentor and coach others to deliver customers focused engagement
- Work on projects with a range of people internally and externally
- Produce customer profiling analysis and insight to drive key business decisions
- Conduct customer research surveys to Market Research Society (MRS) standards
- Working with the CX Improvement Business Partner to define customer profiling report requirements
- To bring the voice of the customer to the forefront of everything Beyond Housing does
- This role will work across all Beyond Housing premises
- We all uphold and promote the following values through our everyday conduct. Below are our values – our way of life.
 - Considerate
 - Collaborative
 - Ambitious
 - Accountable

Main duties and key result areas

- Take ownership and responsibility for the Beyond Housing involved customers
- Be the interface between the customers and the business
- Build relationships with customers of Beyond Housing, delivering communications, engagement and support to Customer Experience Team to ensure a successful roll out of new services and systems.
- Coordinate both formal training and support to involved customers to enable them to make a positive impact within their role
- Organise and facilitate focus groups through as number of contact channels
- Deliver high quality customer and community development activities and establish robust practical frameworks for customer involvement
- Increase customer engagement and involvement through multiple channels maximising the use of technology
- Actively gather data to demonstrate the delivery of related benefits of activities within the community
- Interpret and analyse customer profiling data
- Lead of the involved customer group sessions
- Cover for the Customer Voice Advisor during absences

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, efficient services, so excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement

- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	January 2019	New Role

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Communicates clearly and concisely with external and internal customers by a range of methods	E
	Uses own initiative to seek improvements to key tasks and/or processes within job role. Supports and embraces change when required	E
	Demonstrates awareness of cultural and community diversity and sensitivity to the specific needs of individual customers and uphold client confidentiality	E
	Excellent organisational and time management skills	E
	Incredibly empathetic and understanding of both customers and colleagues alike, and passionate about improving the customer experience	E
	A willingness to attend conferences, seminars and training to improve ensure best practice and improved customer experience	E
Knowledge and experience	Able to analyse information and make decisions within appropriate procedural and policy framework	E
	Knowledge/Experience of the Housing Sector	D
	Proven success of building and coordinating relationships	E
	Experience in management involvement groups	E
	Excellent knowledge of IT packages including, Word, Excel and Outlook	E
	Attention to detail, excellent administrative skills and fast and accurate keyboard skills.	E
	Experience in the recruiting to customer panels	E
	Demonstrable experience of increasing customer engagement and involvement through multiple channels maximising the use of technology	D
	Supporting communities in creating the capacity to take the lead in organising collaborative community events and other initiatives	E
	Able to deliver training and support to enable customers to actively participates in the development, monitoring, scrutiny and management of service	E
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you).	E
	A relevant qualification in customer engagement or proven experience of managing customer groups	E
	Good education to GCSE level or above in English and Maths, or equivalent	E

Attribute	Detail	Essential or desirable
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E