



Job Title: Customer Experience Lead

Grade: Y5A

Reports To: Senior Customer Experience Manager

Number of Reports: 3

Key job element
<ul style="list-style-type: none"> Lead, manage & coach the customer experience team in line with the organisation's values and service standards enabling everyone to perform at their best, ensuring customer focussed services are delivered, monitored and improved for a diverse range of customers. Recruit, induct and train team members to deliver outstanding customer service Ensure all complaints/compliments are reviewed and resolved in a timely manner; taking ownership of complaints from start to finish. Ensure effective, empathetic and timely communication is undertaken with customers and stakeholders to manage their expectations. Build effective working relationships with internal and external stakeholders to ensure customer needs are met. Introduce and embed an effective root cause analysis mechanism to enable continuous improvement resulting in better outcomes for customers. Create a culture of continuous improvement to enable the complaint handlers to support the wider business in front line complaints identification, recording and resolution. Represent the Customer Experience Team in the wider business through engagement with key stakeholders at all levels. Be responsible for the production of regular and ad hoc information and reports for a range of stakeholders. Contribute to the development of policies and procedures, ensuring effective implementation. Follow agreed business processes, statutory and regulatory policies and frameworks.
Person Specification:
<p>This area focuses on skills and knowledge required in the role.</p>
Essential Criteria
<ul style="list-style-type: none"> Consistent track record of leading teams to achieve high standards of customer service, and meet deadlines in a fast-paced environment. Track record of delivering excellent customer experience. Excellent written and verbal communications skills. Strong influencing skills Experience in analysis of data, identifying trends and root causes. Effective planning and organising workload of self and others in a fast-paced dynamic environment. Demonstrates accountability for a team to achieve a range of customer service and financial KPIs. Computer literate, experience of using PC's to input and extract data and familiar with use of Microsoft Windows and Office software.

Desirable Criteria

- Comprehensive working knowledge of YHN Policies, Procedures and Service Standards
- Successful track record of complaint management.

All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different

- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Can “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude