

Senior Customer Investment Officer

Role Profile

Department	Communications & Customer Investment
Reports to	Communications & Customer Investment Manager
Direct reports	Customer Investment Administrator
Location	Hybrid – Head Office & Home working

No role profile 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 described.

All ccha employees are expected to fulfil their role within the bounds of company policies, procedures, including the code of conduct.

Role purpose

To champion the delivery of excellent customer service including leading on the management of complaints and to help enable us to provide homes, communities and services that meet customer needs by ensuring we have effective and responsive resident engagement activities and feedback mechanisms in place so residents can help shape what we do and enable us to learn, improve and adapt the services we provide.

Accountabilities

Policy & governance

- To review and rewrite policies and procedures updating documents as required in conjunction with the Manager and Leadership. Key responsibilities include complaints, compensation, residents fund and resident involvement.
- To plan and coordinate policy & strategy consultation with resident groups and collate feedback. Support the management team to provide a response and feedback to residents.
- To ensure compliance with the Ombudsman complaint handling code including the maintenance of our annual self-assessment on performance and reporting to board.
- Responsible for the calculation, monitoring, recording, and reporting of the Key Performance Indicators (KPI's) for complaints and resident satisfaction in the Communications & Customer Investment Team.

Complaints management

- Take the lead in maintaining an effective and first-class complaints management system. This will involve taking forward learning from complaints, completing detailed analysis on complaints (satisfaction with outcome / handling / timescales etc in line with policy) and prepare a report on a quarterly and annual basis to staff, the Leadership team and residents and provide information to the Board as and when required.
- Oversee the management of ccha's data management system CX in relation to the complaint process.
- In conjunction with the Housing Ombudsman and Complaint Handling Code, to act as the 'Complaints Officer' on behalf of ccha.
- Actively manage learning from complaints including the quarterly forum meeting and keeping the learning log up to date. Liaise with all contributors to follow through on actions.

Survey management

- Co-ordinate and deliver an annual survey programme and collate all resident facing surveys in conjunction with the operational teams to ensure that there is a spread of feedback happening and that feedback is targeted.

- To manage and coordinate any service contracts entered into for the delivery of resident feedback and be proficient in the use and management of any external data software programmes.
- To ensure effective resident feedback mechanisms are in place to enable continuous improvement to services across all operational functions. Ensure a variety of communication channels are implemented to meet residents' preferences for engagement and internal processes & resources are in place to manage feedback.
- Ensure all outcomes of resident feedback is promoted via Communications & Marketing in a suitable format to residents to ensure they can identify ccha are listening to their views and acting upon them.
- Assist in the analysis and learning from feedback to facilitate service improvements across the organisation and ensure results and outcomes are promoted to staff and reported to the Senior Management Team and the Board on a regular basis.

Community Investment

- Proactively promote and support the objectives of the Communities Strategy to ensure the effective delivery of good quality, cost effective services. Ensure all activities / events / initiatives are in line with the objectives of the strategy and lead, plan and organise projects and events to deliver the objectives within area of responsibility.
- Develop and deliver an annual programme of resident events and activities including social value initiatives.
- Ensure applications to the Presidents Fund are in line with guidance and that relevant resident consultation is carried out and recorded as evidence to support the decision made to receive funding or not. Current annual budget spend is £65,000.
- To be an ambassador for ccha's Founder membership status of the Legacy Youth Zone ensuring positive promotion and successful delivery of our agreement with them including the holiday programmes for our young residents.
- Expose residents to training and employment opportunities to assist them in improving their employability and financial position by working with our partners and the local community to offer these opportunities
- To support and assist in the measure and evaluation of social value of our community projects via the Social Value Framework.
- To develop and maintain effective internal and external working relationships with local partners as appropriate to contribute to the provision of proactive and responsive customer feedback. Specifically, to focus on the relationship between ccha, Croydon Youth Zone and our key contractors in the delivery of our strategies and business plan.
- Customer Service
- To lead on the objectives of the Customers Strategy, ensuring ccha are an organisation that genuinely considers the needs and interests of its customers. Ensuring we are accessible, responsive, customer focused and reliable with clear standards so residents know what they can expect.
- Ensure our service is easy to access and responsive with clear communication so residents understand what they can expect from us by continuous promotion of the customer service standards, monitoring the results and sharing actions to be implemented to improve areas where required to staff and residents.
- Ensure staff are customer focused and understand its importance and how this affects a resident's experience and satisfaction with us.

Resident involvement

- To develop and implement a programme of resident engagement including resident consultation and scrutiny groups in order to provide feedback and focus on specific service improvements, initiatives and strategies and to enable residents to hold us to account.
- Ensure our database of interested residents is kept up to date and current to ensure efficient access and communication with residents when required and work to increase the skills and knowledge of those residents wanting to get more involved so they can maximise their potential to shape services and utilise their lived experience of being a ccha resident.

Budget and system management

- Ensure records are kept monitoring monthly expenditure for resident involvement & community investment and maintain appropriate records to enable year end forecasts to be made and where necessary appropriate actions recommended to the Manager.
- To lead and support the Customer Investment Team in the use of ccha's CRM / housing management system (CX) in relation to the complaints functionality. To prepare written instructions/user manual and provide training to relevant staff including Managers and Leadership teams.
- Actively keep oversight of data protection compliance (GDPR) in relation to complaint file management and survey records.

Line management

- To plan the aims, objectives and priorities of the work area and communicate/ delegate these effectively.
- Provide excellent leadership by helping, motivating, and developing the team to deliver and perform to a high standard.
- To provide clear guidance, instruction, advice or coaching for team members.
- To manage, report and monitor team and individual performance.

Standard for all roles

- To manage and respond to complaints using a collaborative and co-operative approach towards resolving them, working with colleagues across teams and departments; taking a collective responsibility for any shortfalls identified through complaints rather than blaming others and; acting within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.
- Pro-actively support ccha's business plan and team objectives and strategies.
- To fulfil any delegated responsibilities given around ccha's subsidiary company.

Additional information

- Flexible approach to working hours

Knowledge, skills, experience, requirements

Essential

- Good interpersonal skills and a passion for great customer service
- Good IT skills and experience of using a CRM system
- Experience of working with complex data, including analysis and making recommendations.
- A good understanding of data protection and the correct application of GDPR within area of responsibility
- Ability and experience in report writing
- Ability to use own initiative and communicate decisions and present information clearly, systematically, and accurately
- Be able to teach and train others effectively
- Able to work within a strong team environment, covering for others when needed
- Able to plan, organise and manage own workload
- Excellent communication skills
- Excellent standard of numeracy and literacy

Desirable

- Understanding of the housing sector and recent policy.
- Understanding of customer engagement and community investment.
- Experience of maintaining an effective complaints management system.

ccha Values

Care	<ul style="list-style-type: none">• Demonstrate commitment to ccha's customers and the communities it serves• Responds to partners and customers effectively and efficiently, in line with ccha's customer care standards
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Adapt	<ul style="list-style-type: none"> • Commitment to continuing personal development • Positively embrace change driven by Government, regulatory or Board, by championing change, suggesting new improved ways of working, processes or systems
Everyone	<ul style="list-style-type: none"> • Demonstrate an understanding of, and commitment to, equality & diversity with respect for all people within and external to ccha • Pro-actively support ccha's business plan and team objectives and strategies • Able to work within a strong team environment, covering for others when needed
Resilience	<ul style="list-style-type: none"> • Calmly and politely deals with customer complaints and service issues • Seeks out feedback and uses feedback constructively to improve skills and service given • Stays positive and focused on providing a quality service • Demonstrate the ability to adapt to difficult and changing situations to therefore learn from challenging events

Written by: Gemma Haines

Date: September 2022