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| **Job title** | Customer Care Manager |
| **Service** | Customer Experience |
| **Reporting to** | Customer Experience Manager |
| **Weekly hours** | 37 – part time hours will be considered. |
| **Grade/Salary** | £32,139.64 per annum |

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| **Job description** |
| **The role:** |
| The Customer Care Manager is responsible for overseeing the customer service and support operations, review feedback, compliments, surveys and data to identify trends, improve service delivery and resolve recurring issues.  The role will implement strategies to improve customer satisfaction, reduce complaints and enhance overall service satisfaction.  Work closely with key stake holders to ensure customers’ needs are met through reviewing satisfaction survey results and feeding performance back through to senior management.  There is lone working associated with this role including lone visits. The role can be customer facing dealing with complex and/or contentious issues. |
| **Main responsibilities** |
| * Building and maintaining strong relationships with customers, addressing their concerns, and ensuring a positive customer experience throughout the repair process. * Working with NCSL representatives, ensuring they provide exceptional service to customers. Ensure NCSLs clients are kept up to date in relation to ongoing cases, and information is shared within service level agreements timeframes. * Handling escalated customer issues, resolving complaints, and finding solutions to ensure customer satisfaction, and work with operational areas of NCSL avoid escalation through the complaints process where possible. * Ensuring that service delivered by NCSL meet high-quality standards and that repairs are conducted efficiently and effectively. * Coordinating with other departments and Norwich City Council, to facilitate the repair process and communicate updates to customers. * Utilising customer feedback and data to identify trends, learning and areas for improvement in the repair service process. * Providing training and guidance to customer service staff, ensuring they have the skills and knowledge needed to assist customers effectively. * Tracking key performance indicators (KPIs) related to customer service, including response times, resolution rates, learning and customer satisfaction scores. * Making decisions to optimise costs while maintaining service quality. * Maintaining records of customer interactions, complaints, and resolutions, and using this data for reporting and analysis. * Developing and implementing customer service policies and procedures to ensure consistency and quality of service. * Ensuring the organisation complies with relevant regulations and industry standards, particularly in relation to the Housing Ombudsman’s complaints handling code, and the requirements under the Social Housing (Regulation) Act 2023 and consumer standards. * Encouraging and gathering customer feedback to continually improve the service NCSL provides and customer care processes. * Keeping abreast of industry trends and emerging technologies to identify opportunities for improving customer service and service delivery.   **Other duties**   * Supporting departmental needs, supervisors within peer group |

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| **Person Specification** | | | |
| **Category** | **Requirement** | **Essential or Desirable** | **Assessment method**  Application form (AF)  Interview (I) Test (T) |
| **Qualifications/**  **Training** | * Knowledge of aspects of repairs processes. * Microsoft office, particularly Excel and Word. * Power BI knowledge. | Essential  Essential  Desirable | AF/I |
| **Experience** | * Experience in handling escalated customer issues. * Experience in resolving complaints and finding solutions to ensure customer satisfaction. * Experience in gathering and analysing data. Utilising customer feedback and data to identify trends, learning and areas for improvement in the repair service process. * Experience in providing training and guidance to customer service staff, ensuring they have the skills and knowledge needed to assist customers effectively. * Experience in tracking key performance indicators (KPIs) related to customer service, including response times, resolution rates, learning and customer satisfaction scores. | Essential  Essential  Essential  Essential  Essential | AF/I |
| **Knowledge/**  **Understanding** | * Creating and presenting reports * Housing Ombudsman rules and regulations | Essential  Desirable | AF/I |
| **Skills/Abilities** | * Excellent communication skills with experience in coordinating with other departments, such as technical teams, to facilitate the repair process and communicate updates to customers. * Communication skills to work with operational areas of NCSL avoid escalation through the complaints process where possible. * Excellent administrative experience to ensure that repair services meet high-quality standards and that repairs are conducted efficiently and effectively. * Good listening and organisational skills * Self-motivated and conscientious * Ability to work on own initiative * Able to organise on workload to deadline etc * Attention to detail * Work under pressure to tight deadlines * Handling difficult situations professionally and empathetically | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | AF/I |
| **Other requirements** | * The post holder may be required to attend evening meetings and events |  |  |
| **General** | | | |
| Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.  It is the individual’s responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.  The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.  We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination. | | | |