

**JOB PROFILE:** Head of Customer Service & Communications

**RESPONSIBLE TO:** Director of Customers and Communities

**RESPONSIBLE FOR:** Customer Insight & Resolution Manager, PR & Communications Lead & Resident Involvement Manager

**Role Overview:** To be an inspirational leader and provide strategic direction to the Customer Service and Communications Team. You will champion both service excellence and the ‘customer voice’ across the organisation.

To drive continuous improvement. Analyse data from a myriad of customer transactional surveys and other feedback mechanisms then correlating this with other data sets, so that transformational change in customer facing services can be achieved.

You will set the pace and tone for external customer communications and customer engagement campaigns.

Essentially you will make it easier for our customers to interact with us, no matter what method of engagement they choose to do this through and no matter what their preferred language or format.

Our Customer and Communications Team will be exemplars of customer service thus living Teign’s values and Making Every Contact Matter.

**Key Achievement Areas:**

1. Have oversight of and give strategic guidance on the development of our Customer Service Strategy, Communications Strategy and Customer Engagement Strategy as well as other supporting policies, procedures and performance monitoring frameworks relating to; customer service, communications, engagement campaigns and complaints ensuring that these are aligned with Teign’s resident engagement strategy, communications strategy and wider corporate objectives and values.
2. Lead, mentor, and inspire a team of customer service professionals in the Customers and Communications Team to deliver exceptional service and work with customers to develop service standards. Provide ongoing coaching, and performance feedback to empower team members to excel in their roles and achieve individual and team goals.
3. Implement best practices and innovative solutions to enhance customer interactions across all contact channels, including phone, email, chat, social media, and self-service portals. Continuously evaluate and optimise CFT processes, workflows, and call quality monitoring processes to streamline operations and improve service quality.
4. Be accountable for and facilitate the delivery of all Housing Ombudsman and regulatory requirements and determinations across all matters relating to complaints
5. Be the customer voice champion for the organisation, being responsible for creating effective mechanisms for feedback, robust performance metrics, and identifying trends to identify areas for improvement and implement actionable solutions.
6. Work closely with the Business Intelligence Manager when analysing data from various data sources to enable us to identify causes and effects of service areas where performance is worthy of further scrutiny and improvement.
7. Providing strategic direction to the Resident Involvement Manager when developing customer engagement activities and driving specific customer engagement campaigns.
8. Utilising lessons learned data, root cause analysis and insights to drive strategic decision-making and prioritise initiatives that have the greatest impact on customer satisfaction and wider TSM’s.
9. Collaborate with other Heads of Service, Service Leads and their teams to ensure the seamless integration of customer experience initiatives across Teign Housing and act as a liaison between service areas to champion customer focused initiatives and facilitate alignment on key priorities and goals.
10. In conjunction with customers and colleagues across Teign Housing review our communications and social media strategy and carefully consider the actions necessary to help raise TH’s organisation’s profile and increase the perceptions that both customers and stakeholders have of us.
11. Oversee and steer our PR and Communications work to help make our content as engaging, interesting and compelling.
12. Keep abreast of the advancements of contact centre technologies and software solutions which could potentially improve Teign’s efficiency, productivity, and enhance the overall customer experience e.g, AI, Chat Bots, etc.
13. Evaluate, through cost benefit analysis, which solutions could potentially generate efficiencies, deliver VFM and improve the customer experience. Accordingly, work in a collegiate way with other colleagues (including Finance, THB and IT) to develop a business case for EMT/ Board to consider the investment in new technologies and/or software solutions.
14. Establish and maintain key performance indicators (KPIs) and other business metrics to measure the effectiveness of customer contact operations and drive continuous improvement. Monitor performance metrics such as first contact resolution, service levels, channel utilisation, customer satisfaction scores, and develop action plans to address areas of opportunity and achieve performance excellence.
15. Resource and manage an effective and efficient multi-purpose, multi-channel contact centre including the development of the service, demand forecasting, workforce planning, standard operating procedures and quality checks as well as, associated budgets.
16. Set the direction and define the requirements of making progressive digital advancements within the CFT Contact Centre, including an effective call quality monitoring process combining Teign Housing’s ‘Making Every Contact Matter philosophy into our first and ongoing responses to customers.
17. Foster a culture of excellence, accountability, and continuous learning within The Customers and Communications Team. Promote a positive work environment that encourages teamwork, collaboration, and open communication. Recognise high performers, and address performance issues and service failures in a timely and constructive manner.
18. Accountable for the performance and budget of the service, reportable to the Executive team with the ability to lead on presentations, and discussions with senior leadership and other stakeholders such as the Board, Customer Experience Committee, Residents Forum etc. Provide regular updates on key initiatives, performance metrics, and customer feedback, and advocate for resource allocation and support needed to achieve departmental goals and objectives.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place.
3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times, and the jobholder is expected to carry out other duties requested by the line management from time to time. |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………