

**PERSON SPECIFICATION:**

**Head of Customer Service & Communications**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A Level 4 Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards. |  |
| **Experience** | Extensive experience in a customer service industry leadership position.  Experience of delivering a customer service transformation programme/project end-to-end.  Experience of motivating and coaching teams to elevate performance and deliver outstanding results for customers.  Experience of driving and delivering performance improvements. |  |
| **Knowledge, Skills & Abilities** | A subject matter expert in all things related to delivering customer excellence.  Up to date knowledge of ombudsmen and regulatory requirements.  Expert knowledge of technology and all available contact channels and how to implement and optimise their capability to provide customers with a range of options to suit their communication preferences.  Ability to work with and analyse complex data and insights to drive strategic evidence based decision making and operational improvements.  Ability to scan the horizon, identify industry best practice and translate this into future planning and forecasting to ensure TH stay ahead of the curve.  Outstanding communication, interpersonal skills with the ability to collaborate, influence and negotiate.  Eagerness to develop own skills and adapt to change.  Personal values and approach that align with TH’s values.  Ability to work flexibly in line TH’s Agile Working Policy  An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues | . |