L&Q Group

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Role title** | Aftercare Officer | | | | | | | **Date** | | 01/08/17 | |
| **Reports to Title** | Aftercare Team Leader | | | | | | | **Version** | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **√** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| To provide an aftercare service for both homeowners and general needs residents, including a repairs service during their guarantee defect liability period. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values - Provide a high quality aftercare service. Deliver excellent customer service in line with L&Q values. | | | | | | | | | | |  |
| 1. Strategy/ achieving objectives – Be the first point of contact for residents requiring an aftercare service. Deal effectively with telephone/email/text/letter enquiries, taking ownership of the issues raised. Diagnose work required and accurately report to builders/contractors and follow up as necessary. Ensure the customer has a responsive and professional experience. Manage all customer complaints in line with L&Q’s Complaints Policy and Procedure and escalate more serious issues as required. Must adhere to timescales required to complete necessary procedures. Contribute to the team’s achievement of its objectives. Undertake duties to support the Aftercare team, their transactions and the customer experience. | | | | | | | | | | |  |
| 1. Working with others – internal - Work collaboratively with all L&Q teams including Neighbourhoods, Direct Maintenance and Asset Management. Regular Liaison with regional staff and teams across L&Q. | | | | | | | | | | |  |
| 1. Working with others – external - Work collaboratively with key stakeholders and partners. Represent L&Q at meetings as required and promote the reputation and values of L&Q. | | | | | | | | | | |  |
| 1. Budgetary responsibility - Ensure that all activities deliver ‘best value’. Contribute towards the control of budgets within the function. Contribute to meeting the divisional business plan. | | | | | | | | | | |  |
| 1. Compliance - Ensure compliance with all Aftercare Policies and Procedures. Ensure own compliance in respect of H&S, regulatory and governance compliance. Adhere to relevant statutory and regulatory provisions. | | | | | | | | | | |  |
| 1. Records and systems - Maintain the necessary relevant L&Q records and systems. | | | | | | | | | | |  |
| 1. Risks - Manage risks associated with areas under the jobholder’s control. Ensure that effective controls are in place to highlight and limit risk. | | | | | | | | | | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | |
| Work within the expenditure authority levels to which your role is accountable. | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | |
|  | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | |
|  | | | |
| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | |
| * Demonstrable customer service experience in a fast paced environment - **Essential**. | * Requires some appreciation of the technical aspects of buildings - **Essential** | | |
| * Excellent telephone skills required in a largely unscripted environment. Ability to reassure customers that their query is being addressed - **Essential**. | * Excellent written and oral communication skills as some letter/email writing skills will be required.- **Essential** | | |
| * Commitment to providing high levels of customer satisfaction - **Essential** | * Computer literate with a good proven competency in MS Office - **Essential** | | |
| * Demonstrable collaboration and stakeholder management skills - **Essential** | * Have undertaken or be prepared to undertake appropriate ( NHBC) course  **- Essential** | | |
| * Knowledge of Arena based systems desirable. | * Strong organisation skills and the ability to multi task and meet deadlines - **Essential** | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |