L&Q Group

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| **Role title** | Customer Relations Officer | | | | | | | **Date** | | October 2019 | |
| **Reports to Title** | Senior Customer Relations Officer / Customer Relations Team Manager | | | | | | | **Version** | | 2 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| PurposeDelight customers by effectively dealing with complaints, supporting the business in managing theirs, identifying the causes and recommending ways to prevent them. | | | | | | | | | | | |
| **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***  ***(%)*** |
| Manage complaints in line with agreed policies and procedures. Provide excellent customer service, keeping customers informed with high quality verbal and written communication. Work collaboratively with other areas, at all levels, to achieve the right outcome. | | | | | | | | | | | 40 |
| Responsible for L&Q objectives and key performance indicators both on a team and individual basis. Identify complaint trends using complaints and feedback and make recommendations for service improvements in systems, procedures and people. Produce and circulate reports using current software | | | | | | | | | | | 20 |
| Prepare for and attend complaint meetings, liaising with representatives from boards and committees, dealing with sensitive and high-profile complaint cases. | | | | | | | | | | | 10 |
| Maintain relationships with key stakeholders and partners, promoting and representing L&Q, including Housing Ombudsman Service and other Housing organisations. | | | | | | | | | | | 10 |
| Authorised spend up to agreed levels whilst maximising cost efficiencies and considering financial strength | | | | | | | | | | | 5 |
| Comply with complaints process, H&S, regulatory and governance rules for areas under the job holder’s control. | | | | | | | | | | | 5 |
| Maintain the necessary relevant L&Q records and systems. | | | | | | | | | | | 5 |
| Manage risks associated with areas under the jobholder’s control. | | | | | | | | | | | 5 |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | |
| No direct budget responsibility | | |
| **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. | | |
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| **Technical Knowledge/Skills** | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | |
| * Experienced in delivering customer focused services in a demanding, public facing environment – **Essential**. Housing sector experience – **Desirable** | * Able to produce accurate reports as required – **Desirable** |
| * Excellent verbal and written communications skills, able to develop and influence relationships at all levels - **Essential** | * Demonstrates an awareness of how operational matters impact on budgets and financial performance. **Essential** |
| * Intermediate IT skills and use of MS Office suite or similar **Essential** | * Works collaboratively as part of a team in a fast paced, target driven environment – **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, 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 | |