



JOB DESCRIPTION

Customer Engagement Officer

REPORTS TO: Customer Services Manager

JOB PURPOSE

To engage with customers to deliver effective scrutiny as part of the Trust's co-regulation structure; provide opportunities for tenant involvement in consultation and implement the customer feedback strategy. Provide support to teams in understanding their customer demographics and the accessibility of their services to remove barriers for customers.

'WHAT' – you do!

- Support the activities of the tenant scrutiny panel and its inspectors by providing timely and relevant information; co-ordinate logistics and document outcomes.
- Assist Managers in engaging with residents as part of the Resident Involvement framework by promoting opportunities, co-ordinating events and recording outcomes.
- Co-ordinate the customer feedback processes ie complaints, compliments, compensation claims and satisfaction surveys by delivering, recording, analysing and reporting customer feedback
- Provide support to Trust employees in dealing with and understanding customer feedback by providing training, making recommendations, ensuring responses to feedback are fair and consistent, sharing good practice, and providing information on key trends and themes to support performance improvement.
- Support compliance with Equality and Diversity legislation by working with teams to ensure an understanding of customer groups, accessibility and satisfaction.
- To work with tenants, tenant groups and other agencies such as the Housing Ombudsman, Councillors and local MPs to improve the customer experience.

'HOW' – you do it!

We deliver the above by displaying the following example behaviours:

- Understand and appreciate our diverse customer profile – adapt your approach to meet different customers' needs
- Actively listen to customers in order to manage their expectations effectively
- Achieve a balance between the needs of the business and the needs of the customer
- Actively seek to share knowledge with colleagues – helping them to improve service delivery.
- Take action to deliver your objectives on time

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



PERSON SPECIFICATION

Customer Engagement Officer

ESSENTIAL/DESIRABLE		ASSESSMENT
Behaviour - HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Front Line customer focused experience	E	A/I
Experience in developing and implementing policies and procedures.	D	A/I
Experience of dealing with difficult customers	E	A/I
Experience of organising and supporting large groups of people	E	A/I
Skills/Abilities/Competence – WHAT		
Knowledge and understanding of a range of community engagement systems and techniques.	D	A/I/S
Ability to develop and maintain effective relationships with our customers.	E	I
Oral/Written Communication Skills	E	I
Innovative & Creative in the delivery of services	E	I/S
Interpersonal Skills	E	I
IT Skills	E	A/I
Knowledge & understanding of Equality & Diversity	E	A/I
Ability to work under pressure	E	I/A
Assertive	E	I

Method of Assessment

- A Application Form
- I Interview
- S Skills Test

