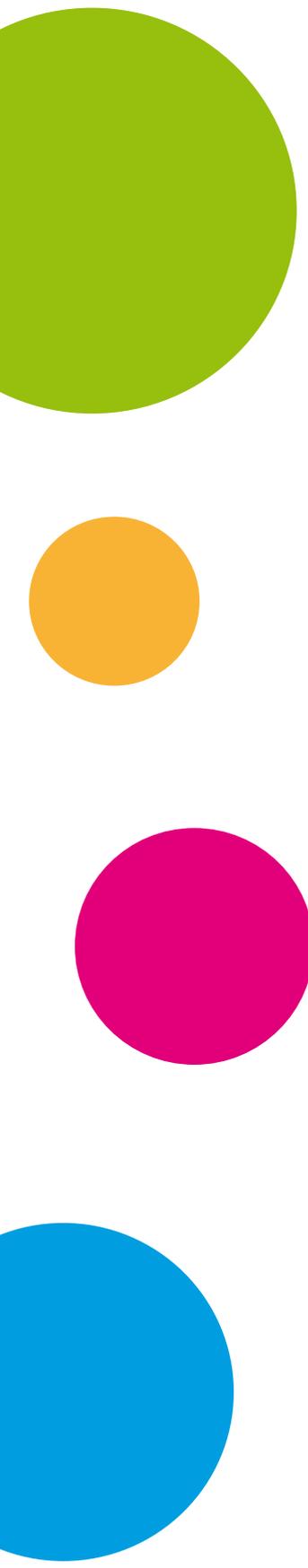


## Job Description & Person Specification

<b>Job Title:</b>	<b>Customer Experience Assistant</b>
<b>Directorate:</b>	Corporate Resources
<b>Reports To:</b>	Customer Experience Team Leader
<b>Direct Reports:</b>	None
<b>Purpose of the role:</b>	<p>You will be a key point of contact within the Customer Experience Team – delivering and promoting high quality customer services that meet regulatory requirements. You are key to ensuring that we are putting people first – your care and empathy will ensure we give every customer that has contact with the Customer Experience Team, the experience that makes them feel as though they matter.</p> <ul style="list-style-type: none"> <li>You will ensure that all actions committed to as part of complaint resolutions are progress chased through to completion with the relevant teams and that the customer is kept regularly updated.</li> <li>You provide administrative support to all the Customer Experience Team.</li> <li>You will administer and co-ordinate the Complaints, Compliments and Comments Policy, providing general administrative support.</li> <li>You will administer all group compensation requests.</li> <li>You will administer the process for Councillor and MP enquiries.</li> <li>You will support the team to ensure a robust and consistent methodology for obtaining and managing customer satisfaction.</li> <li>You will support the rollout and monitoring of the Customer Experience Roadmap.</li> <li>You will handle a wide range of customer interactions and make sure everything goes smoothly, so the ability to quickly build rapport with people and understand their needs is essential.</li> </ul>

<b>Key Responsibilities</b>	<b>Key Tasks</b>
Core tasks and outputs	<ul style="list-style-type: none"> <li>To be the central point of contact for complaints' follow up actions, compliments, and comments for the Group.</li> <li>You will ensure that all actions committed to as part of complaint resolutions are progress chased through to completion with the relevant teams and that the customer is kept regularly updated.</li> <li>To administer all compensation payments for the group</li> <li>To act as the Team Champion for dynamics.</li> <li>To follow up on dissatisfaction identified through</li> </ul>



	<p>organisational customer satisfaction surveys</p> <ul style="list-style-type: none"> <li>• To monitor all channels to ensure that customer feedback is being dealt with promptly</li> <li>• To provide acknowledgements of all complaints, compliments and feedback using a variety of methods including digital services.</li> <li>• To allocate all complaints at investigation and Final Review stage and provide Officers/Senior Managers with support for their investigations.</li> <li>• To regularly check in with Investigating Officers and ensure completion within timescales.</li> <li>• To receive all complaint escalation requests and deal with these in the most appropriate manner in line with Policy and Procedure.</li> <li>• To liaise with customer advocates that are supporting complainants and customer reviewers.</li> <li>• To complete all complaints closure surveys with customers.</li> <li>• To record learning from complaints and support the Business Partners in ensuring implementation.</li> <li>• To complete filing, scanning, letters, minute taking and maintaining robust systems for storing information relating to the work completed by the Customer Experience Team</li> <li>• To be an advocate for change and make recommendations as necessary to improve services.</li> <li>• To use business/customer insight and customer profile data to deliver and develop the customer experience so as to ensure all interactions are positive for the customer.</li> <li>• Support the Customer Experience Team in the development and implementation of a multi-channel Customer Experience Strategy and associated policies and roadmap, which reflect the Group’s vision and values, and are consistent with statutory regulations and best practice.</li> <li>• To identify opportunities across the Group to develop and improve services to meet the needs of our expanding and diverse customer base.</li> <li>• Champion customer engagement and customer experience within the wider organisation.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• To ensure that you adhere to Financial Regulations.</li> <li>• To ensure value for money in all aspects of service delivery.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Establish, develop and maintain effective working relationships with customers and colleagues to ensure an integrated contribution to the customer experience objectives.</li> <li>• Establish a regular dialogue with customers responsible for reviewing Final Review responses.</li> <li>• Provide customer experience advice to colleagues, managers and external agencies as needed.</li> </ul>

	<ul style="list-style-type: none"> <li>To act as a champion for customer experience within the organisation.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>Embrace new technologies and support the Group’s digital vision when dealing with customers.</li> <li>To contribute to relevant Group Policy, Procedure and Process reviews as necessary.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>To maintain, develop and enhance relationships with customers and service teams across the wider Group and relevant external agencies to meet business objectives.</li> </ul>

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

## GENERAL REQUIREMENTS

- To ensure that, where appropriate, maximum use is made of information technology systems within the Department.
- To be aware of and comply with the requirements of all the Group’s Policy Documents and Statements.
- To be aware of and apply the principles of Value for Money and Risk Management at a level commensurate with the responsibilities of the post.
- To be responsible for health and safety and welfare of yourself and all staff. Follow health and safety procedures at all times.
- To promote equality, diversity and inclusion in the workplace.
- To comply with the Group’s Code of Conduct and the relevant Regulatory Frameworks established by our Regulators.
- To always ensure the confidentiality of information and adherence to data protection requirements in respect of your work.
- To ensure accurate data is always entered onto ICT systems and, where appropriate, complies with the requirements of the Group Data Quality standards.
- The duties and responsibilities detailed above are not an exhaustive list and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

Platform Housing Group is committed to safeguarding and promoting the welfare of children and adults within the communities we work in.

# Person Specification

## Person Specification – Customer Experience Assistant

Criteria	Essential/Desirable
<b>Experience</b>	
Educated to GCSE level, or equivalent, with at least two passes (A-C) in Maths and English	E
Has a minimum of 3 years working within an administrative (or equivalent) role	E
Experience of dealing with customers with complex issues	E
Experience of delivering services in line with formal policies and procedures	D
Experience of introducing or recommending new or improved administrative services	E
Experience in dealing effectively with difficult and sensitive situations	E
<b>Personal Skills/Qualities/Knowledge</b>	
Customer focussed and a commitment to quality, customer service, best practice and best value	E
Understands the importance of using digital methods to engage with customers	E
Ability to organise and prioritise work to meet deadlines	E
Ability to manage a challenging workload	E
Ability to work on own initiative with first class organisational skills, to manage constant (and often conflicting) demands	E
Commitment to working as part of a team, and willing to work collaboratively with others at all levels	E
Ability to relay accurate information in a timely manner to customers, colleagues and partners in a variety of formats including verbal and written	E
Ability to deal sensitively and professionally with a wide variety of customers to provide an individual tailored service	E
Demonstrates a 'can do' attitude towards work	E
Able to convey information and ideas effectively and persuasively	E
Ability to complete work to a 'right first time' standard	E
Is a good listener	E
Is non-judgemental and has the ability to remain impartial	E
Respectful of individual needs, and responds in a positive and supportive manner to all customers, colleagues and partners	E
Ability to deal with sensitive and controversial issues in a professional manner	E
Is enthusiastic and proactive	E
Is innovative and creative	D
Is numerate and literate	E
Continually seeks improved ways of working and commits to achieving Value for Money	E

Competent user of MS packages including word and excel	E
Has an excellent understanding of equality, diversity and inclusion matters	E
Has a good understanding of the legal and regulatory framework relevant to Housing	D
Is an advocate for change	E
Will act as an ambassador for Platform Housing Group	E
<b>Other requirements</b>	
Driving licence and use of own vehicle to be able to attend meetings with customers and partners and attend other Group offices.	E
Ability to travel between offices as necessary	E
Flexibility of working hours.	E

**\* E = Essential criteria / D = Desirable criteria**

Early applications are encouraged as often we experience a high volume of interest for posts. We will review applications on a regular basis and once we have received sufficient applications, we reserve the right to bring forward the closing date.