

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Customer Insight & Engagement Manager
Service:	Customer Services (Insights)
Reports to:	Head of Housing & Customer Services
Responsible for:	Customer Insight and Engagement
DBS check	Basic check

Job Purpose:

The Customer Insights and Engagement Manager will take a corporate lead on facilitating meaningful customer engagement and decision making throughout the Association's services keeping abreast of, and sharing, good practice whilst ensuring regulatory requirements are met.

Developing and maintaining a continuous customer feedback framework is key, allowing for real time analysis and insight into resident satisfaction with and perception of the services provided by the association.

Main duties and responsibilities:

- Responsible for the successful delivery of customer insight and engagement projects to a high standard and to agreed deadlines.
- Responsible for the operational management and performance of the direct report in the team, planning work and monitoring ways of working to support innovative and effective methods to achieve the most effective outcomes.
- Ensure that meaningful and relevant customer satisfaction transactional surveys are undertaken, results analysed and insight shared within the organization to ensure our decision making process is based upon/informed by customer insight
- Assist in the implementation of, and development of our Customer Strategy.
- Stay abreast of good practice and regulatory requirements concerning customer insight, customer engagement and decision making and to share and promote innovative initiatives.
- Ensure that liaison with the Association's staff, key partners and contractors takes place to facilitate joint working that reflects the principles of customer engagement in service delivery.
- Responsible for ensuring that scrutiny and co-regulation activities have a positive impact and that outcomes are monitored and reported as required.
- Produce reports and statistical returns for Board, Committee or Executive Management Team as required on any resident engagement related area across the whole organisation.
- Assist in the production of the Annual Report to Tenants and a variety of resident publications and communications.

- Oversee award and recognition schemes for our residents.
- Safeguard and promote the welfare of individuals and families that come to our attention.
- Adhere to the Association's policies, procedures and strategies as applicable
- Undertake mandatory training as and when required by the Association or if identified as a training need. To undertake additional role specific training as and when required.
- Undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of the Association.
- Provide an excellent level of customer care both within Saha and for residents, the general public and external bodies.
- Lead by example in promoting non-discriminatory behaviour to ensure an equality of opportunity for all. Promote diversity as making good business sense and work in an inclusive manner.

Related activities:

- Participate in essential training, role related training and to work in accordance with relevant Saha regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Saha values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Job Title:	Customer Insight & Engagement Manager
Service:	Customer Services (Insights)

Qualifications / memberships:

Although not essential the following or equivalent would be helpful:

- Educated to A level or equivalent

Aptitudes / Abilities:

- Good oral and written communication and presentational skills
- Ability to analyse performance information, develop action plans & write clear and concise reports relevant to the reader
- Strong interpersonal skills with an ability to liaise effectively with a wide range of stakeholders and audiences
- Good business acumen and commercially minded whilst working flexibly to prioritise and meet competing deadlines
- Excellent negotiation skills
- Numerate and data rational with the ability to work to budgets
- IT literate, comfortable with using MS Office applications, with creative experience to support design and delivery of publications
- Ability to work outside normal working hours in accordance with the needs of the business, including occasional attendance at evening and weekend meetings. Prepared to travel to regional offices and sites around the country

Desirable:

- Full driving licence

Experience / Interests:

- Sound understanding of regulatory requirements in respect of customer engagement activity
- Experience of working in a customer orientated environment
- Strong project management skills with the ability to develop clear project briefs
- Knowledge of practices and legislation around Safeguarding vulnerable people
- Experience of line management
- Knowledge of the social housing sector and previous experience working within a social housing environment or related field
- Experience of delivery of customer engagement activities
- Experience of working in a collaborative way, whilst designing and implementing new initiatives
- An understanding of the structure, ethos and work of The Salvation Army

Values and behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

VALUES AND BEHAVIOURS

Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience