

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Customer Insight & Engagement Officer
Service:	Customer Services
Reports to:	Customer Insight & Engagement Manager
Responsible for:	Customer Insight and Engagement
DBS check	Enhanced check

Job Purpose:

The Customer Insight and Engagement Officer will support the Customer Insight and Engagement Manager in taking 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:

- Enthuse and engage our customers to be involved and to help us co-produce services and policies to have a positive impact on the services we provide.
- Stay abreast of good practice and regulatory requirements concerning customer involvement and decision making. To develop and evolve the Association's customer involvement and insight policies, procedures and activities.
- Lead on developing meaningful resident involvement mechanisms and structures for each area of service and region of operation, monitoring the Association's database for recording involvement activities and ensuring that the impact of involvement is effectively assessed, measured and reported.
- Responsible for the successful delivery of resident engagement projects to a high standard and to agreed deadlines.
- Identify and implement training for customer representatives to enable them to be equipped with the necessary skills and knowledge to participate fully.
- Liaise with the Association's key partners and contractors to ensure joint working that reflects the principles of resident involvement in service delivery.
- Responsible for the analysis of results from any internal and externally commissioned resident surveys across the range of service areas, and for taking forward any exception areas reported by residents with the relevant internal teams to ensure a positive response to issues raised.

- Provide information as required to assist with the production of reports and statistical returns for Board, Committee or Executive Management Team as required on any resident involvement related area.
- Manage and facilitate nationwide programmes of resident roadshows to ensure proportionate representation and that events are held at agreed frequencies at a range of service types across the Association.
- Ensure the progression of digital engagement with residents.
- Provide advice and assistance to colleagues on effective means of consulting with residents and to provide support to local initiatives, as required.
- Develop alternative methods of resident involvement to promote inclusivity, being mindful of the diverse groups of residents within the Association's stock profile.
- Be a member of any relevant benchmarking or good practice group as relevant to the remit of the post to facilitate the development of best practice.
- 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 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

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Service:	Customer Services

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
- 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