

Job Description

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| Job title: | Head of Customer & Community Engagement |
| Reports to: | Director of Customer Relations |
| Responsible for: | Customer Engagement Manager, Community Development Partner x 3 & Inclusion Partner x 2 |

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

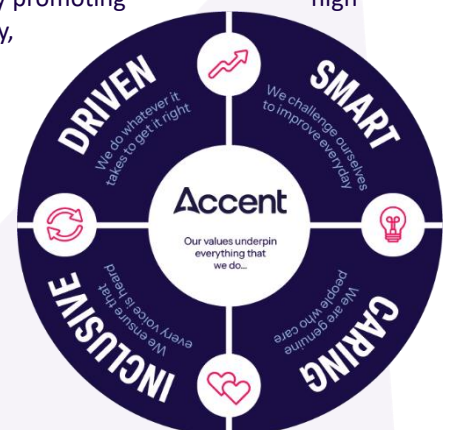
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

In this role, you will lead on how Accent is effective in amplifying the customer voice and influence through facilitating our customer engagement groups to drive performance improvements. You will be responsible for ensuring that we deliver and evidence social value activities, deliver an aims led community development service and support our vulnerable customer by delivering an effective Inclusion service. You will work closely with internal and external stakeholders to establish and oversee our new Customer Engagement Groups. Through strong leadership, you will nurture, develop and maintain relationships with our engaged customers and implement scrutiny to make sure that our customers receive a high-quality service, are kept well informed and have a relationship with Accent that is based on trust and respect.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As the Head of Customer & Community Engagement, you will champion a customer-first culture that aligns with Accent's corporate objectives. By being a strong role model for our values, you will positively influence our teams to innovate and meet challenges with creativity and resilience. Your role will involve fostering solid internal relationships, ensuring continuous service improvement, and leading efforts to exceed customer expectations. You will lead by example, consistently promoting high standards of empathy, accountability, and professionalism.



Key Responsibilities and Duties

- Develop and deliver a customer-first culture, ensuring corporate objectives are achieved while improving the overall customer experience.
- Horizon scanning, bringing expert specialist knowledge into the organisation and working with customer engagement specialists to ensure that we are delivering best in class working practices to amplify the customer voice and maximise customer influence throughout the business.
- Deliver the Customer Engagement strategy ensuring that we maximise our approach to amplifying the customer voice and influence.
- Lead on the establishment of our formal Customer Engagement Groups.
- Develop a strategic approach to using customer feedback including the development of customer scrutiny activity that meets the requirements of the Consumer Standards, to drive strategic decision-making and prioritise initiatives that have the greatest impact on customer satisfaction and wider Tenancy Satisfaction Measures.
- Deliver the Community Development & Inclusion Strategy ensuring that we:
 - Adopt an aims led community development approach, that will improve the neighbourhoods that we operate in.
 - Lead the organisation on delivering Inclusion services, that help to improve our customers' lives.
 - Lead on the delivery and reporting of social value activities.
- Translate corporate strategy into clear customer experience outcomes, supported by service improvement plans and performance objectives.
- Develop and maintain positive and purposeful relationships with our engaged customers and stakeholders.
- Assess the impact of engagement activities and initiatives and report regularly to the Senior Leadership Team, Customer Experience Committee and Board.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Help to build a customer-first culture within your teams and the wider organisation.
- Ensure you engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and I will always act with integrity towards my peers and colleagues and not engage any disrespectful behaviours.
- Invest in your own personal development and development of your teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackling difficult issues, and learning from setbacks.
- Build trust, collaborate openly, and value inclusion, to help create safe spaces where every voice is heard and respected across the whole organisation.
- Align actions with a clear vision and purpose, taking decisive action to achieve results.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- Strong leadership and management skills with experience in influencing high-performance teams.
- Proven experience of working in a customer service role, meeting the requirements of a diverse range of customers.
- Proven experience of gathering customer views and promoting the voice of the customer.
- Excellent report writing and presentation skills, with strong organisational and influencing abilities.
- Demonstrate strong communication skills in effectively conveying customer insights to diverse audiences.
- Strong understanding of regulatory requirements of the Regulator of Social Housing, housing legislation and consumer standards.
- Strong influencing and negotiation skills, able to provide challenge appropriately with strong problem-solving and conflict resolution abilities.
- Experience of leading formal customer engagement forums
- Experience of delivering social value outcomes
- Full UK driving licence with access to a vehicle and the ability to travel as required.

The added extras:

- A result-focused mindset with experience in driving organisational change.
- Strong strategic mindset with the ability to translate strategy into operational delivery.
- Experience working with the Housing Ombudsman and a deep understanding of relevant regulations

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.