

JOB TITLE: Head of Customer Contact – Repairs

REPORTS TO: Director of Customer Relations

RESPONSIBLE FOR: Direct line management responsibility

Who are Accent?

We own around 20,400 houses across the North, East and South of the country. They are home to over 41,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

As the Head of Customer Contact – Repairs, a summary of your role involves:

- Leading recruitment & retention campaigns to resource the contact centre and ensure appropriate management structures are in place.
- Ensuring that repairs are accurately recorded on the system and appropriate SOR codes are assigned to jobs to help facilitate high 'First Time Fix' levels.
- Building effective relationships with maintenance contractors ensuring that any issues are resolved quickly, and customer disruption is kept to a minimum.
- Being responsible for the efficient and effective running of the contact centre and linked communication channels ensuring KPIs are achieved, and excellent levels of customer service are delivered.
- Leading on the provision of Repairs & Maintenance Service, Planned Maintenance, Compliance & Estate Services training for all customer advisers and ensure that continuous professional development opportunities are achieved.
- Ensuring that all customer contact is accurately recorded on the system and maximise opportunities to effectively deal with customer enquiries first-time and delivering a high standard of customer service.
- Ensure that the contact centre team, delivers high quality levels of service and advice to support the local teams to deliver Repairs & Maintenance Service, Planned Maintenance, Compliance & Estate Services.
- Managing the available contractor resources available ensuring that repairs are appropriately prioritised and appointment slots effectively utilised.
- Ensuring effective resource planning is in place and service provision is maintained at appropriate levels.
- Recording and monitoring disrepair cases to ensure the appropriate action is taken to resolve issues at the earliest possible opportunity.
- Providing regular statistical and performance data to the Director of Customer Relations.



- Routinely seeking and utilising customer feedback to improve and shape services.
- Routinely seeking and utilising feedback from the housing, repairs & maintenance teams to ensure the contact centre is meeting the needs and expectations of the business.
- Regularly reviewing performance and service delivery to ensure the service remains fit for purpose and provides value for money.
- Ensuring that any cases of customer dissatisfaction are dealt with at the earliest opportunity and complaint escalations are kept to a minimum.
- Be involved in or take a lead on projects that will improve Services as required.
- To work closely with all teams that are in the newly formed Customer Relations Team, especially the Housing Hub to ensure that high levels of service are consistently delivered to our customers.

The Head of Customer Contact – Repairs will lead a team of customer service advisors who specialise in Repairs & Maintenance Service, Planned Maintenance, Compliance & Estate Services whilst ensuring efficient and effective services are provided to customers using the most appropriate communication channels.

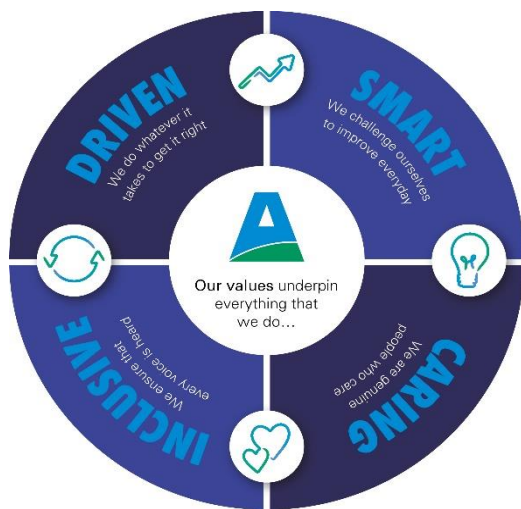
We want our people and our customers to be proud of the Repairs & Maintenance Service, Planned Maintenance, Compliance & Estate Services we provide, and you have a key part to play in this.

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours

Our Values



Our Behaviours

- 

DRIVEN
We are solution-focused
We keep our promises
We take ownership and accountability
- 

SMART
We are curious
We admit and learn from our mistakes
We give and receive feedback openly
- 

CARING
We are customer-centric
We are authentic
We are compassionate
- 

INCLUSIVE
We are collaborative
We respect and celebrate difference
We value different perspectives

The must haves:

- Experience in management of responsive repairs service.
- Strong project and change management skills.
- Extensive contact centre management experience – ideally in a multi-channel



environment.

- Proven track record in delivering good customer service.
- Experience of managing a large team and multi-disciplinary networks.
- Experience of staff management/development and training.
- Financial and budget awareness.
- Knowledge and awareness of current issues in social housing.
- Ability to assimilate written and numerical information in a report or presentation format and deliver to a variety of stakeholders.
- Awareness of ICT and telephony systems relevant to a contact centre environment.
- Awareness of managing and responding to customer expectations and changing preferences in terms of contact channels.
- Digitally competent and aware of the potential for channel shift to drive business and service improvement.
- Be a results driven individual with sound judgement and strong decision-making skills.
- To be available to consult regarding emergency repair issues out of normal office hours.

The added extras:

- The post may require travel between offices and attendance of meetings, conferences and seminars. This may involve some out-of-hours commitment.
- Flexible to adapt to the requirements of the job.

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

