

# Job Description

<b>Job title:</b>	Customer Engagement Manager
<b>Reports to:</b>	Head of Customer & Community Engagement
<b>Responsible for:</b>	No Direct line management responsibility

## Role Overview

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

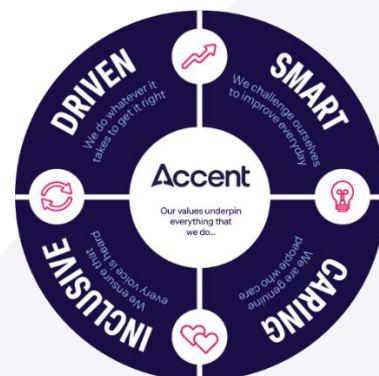
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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 ensure Accent is effective in amplifying the customer voice and influence through facilitating our customer engagement groups to drive performance improvements. You will work closely with internal and external stakeholders to develop and manage 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 Customer Engagement Manager, 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.
- Lead on delivering the Customer Engagement strategy ensuring that we maximise our approach to amplifying the customer voice and influence.
- Develop and establish our new Customer Engagement Groups.
- Using customer feedback and key performance data, co-ordinate and develop the delivery of customer scrutiny activity, including working with our Customer Champions to deliver agreed initiatives.
- Develop and maintain positive and purposeful relationships with our engaged customers and stakeholders.
- Establish effective communication platforms to share updates, gather feedback and address customer concerns promptly.
- Provide training and support for colleagues and customer representatives to enhance their capacity for effective collaboration and participation.
- Facilitate all meetings with our Customer Engagement Groups, including preparing all paperwork, taking notes and co-ordinating the delivery of agreed actions.
- Support members of the Customer Engagement groups.
- Audit the effectiveness of the Customer Engagement groups.
- Help operational teams to receive and utilise feedback from customer groups, to drive strategic decision-making and prioritise initiatives that have the greatest impact on customer satisfaction and wider Tenancy Satisfaction Measures.
- Assess the impact of engagement activities and initiatives and provide regular reporting to the SLT and Customer Experience Committee.

## The must haves:

- Experience of working in a customer service role, meeting the requirements of a diverse range of customers.
- Experience of gathering customer views and promoting the voice of the customer.
- Ability to present information to stakeholders, either in person or in a written report.
- Experience of preparing agenda, meeting packs and to be able to record minutes and develop action logs.
- Up to date knowledge and understanding of the 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.
- 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.

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.