



Job description

Job Title:	Customer Insight and Engagement Manager
Reporting To:	Director of Housing & Support
Responsible for:	Customer Experience Officer Safeguarding Officer Housing Support Apprentice
Based:	Head Office
Salary:	£ 40,367
Hours:	35 hours a week

Purpose

This role leads our approach to customer engagement, ensuring that we listen effectively to customers and bring together all feedback to ensure the customer voice informs a great customer experience and influences service design.

Our Customer Experience team has a critical role in making sure we deal quickly and effectively with customer complaints and use this valuable insight to drive learning and improvement.

Through combining complaints data with extensive engagement, and continuous feedback from our residents, the team will provide clear and usable insight to identify priorities and shape future service development.

This role will ensure that we push beyond compliance with our regulatory responsibilities around consumer standards ensuring service are shaped around residents.

Activities and Responsibilities

- Support the delivery of Alpha Living's Customer Engagement Strategy. Responsible for the coordination and delivery of Alpha's customer engagement approaches, ensuring a diverse range of resident voices are heard within Alpha and those voices influence the decisions about service delivery.
- Lead the delivery of all tenant satisfaction data. Produce insight on customer sentiment to track how our customers feel about the homes and services we provide and help us to design service improvements based on this.
- Support the wider Housing Team in ensuring data is used effectively to track the resident experience, record resident information and provide information/reports as required. Responsible for performance measurement and monitoring of service

standards (KPIs) for the team.

- Act as Alpha's Complaints Officer in accordance with the Housing Ombudsman's Complaints Handling Code and have autonomy to resolve complaints and the authority to compel engagement from other business areas to resolve disputes in line with our Policy and Procedures.
- Review and ensure regulatory and compliance requirements are met.
- Develop great relationships across the business
- Lead, develop, train and empower the Customer Experience Team
- Support the Safeguarding Officer post, and review all current ongoing safeguarding cases are appropriately actioned.
- Manage various budgets and ensure spending remains within targets set. This includes Resident Engagement, the LivingWell (hardship fund for residents) and Complaints & Compensation budget.
- Act as a customer champion, delivering empathetic customer services.
- To develop and review policies and procedures in line with best practice and legislation.
- To carry out Housing Management of 'non-managed' Alpha Housing stock, across five geographical locations including voids/lettings, arrears recovery and all tenancy management issues in line with the processes and procedures followed by the area managers

This job specification is likely to develop in-line with changes, however a non- exhaustive description of the key responsibilities of the role is below.