



Job Description

Job Title:	Customer Experience Manager
Reporting To:	Director of Operations
Responsible For:	Customer Experience Officer, Safeguarding and Complaints Officer
Based:	Alpha Hub, Wirral
Salary:	£40,983.00
Hours:	35 hours a week

Purpose

This role leads Alpha Living's approach to Tenant engagement, consultation, customer insight and Tenant influence, ensuring Tenants have meaningful opportunities to influence decisions, scrutinise services and shape organisational priorities.

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 insight with extensive engagement, and continuous feedback from our Tenants, the team will provide clear and usable insight to set priorities and shape future service development.

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

The role will lead Alpha Living's approach to safeguarding and supporting colleagues across the business with practical advice and help in understanding and managing safeguarding. The role is responsible for embedding a robust safeguarding framework throughout the organisation and ensuring all colleagues understand how they contribute towards a positive safeguarding culture.

Activities and Responsibilities

Tenant Engagement Strategy

Lead the implementation and continuous review of Alpha Living's Tenant Engagement and Influence Strategy. Develop a Tenant influence framework that enables Tenants to contribute to strategic and operational decision-making and

ensure engagement outcomes are translated into measurable service improvements.

Complaints and Learning

Act as Alpha's Complaints Officer in accordance with the Housing Ombudsman's Complaints Handling Code, ensuring complaints are used as a strategic source of organisational learning. Deliver thematic complaint reviews, monitor recurring failures and evidence how learning from complaints has improved services and report regularly to SLT on complaints performance themes. Producing an Annual Complaints Performance and Service Improvement Report and working closely with the Board Member Responsible for Complaints (MRC) to develop the associated action plan. Ensuring colleagues in all areas of the business are actively seeking feedback both positive and following the Alpha complaints process.

Social Tenant Access to Information Requirements (STAIRs)

From October 2026, social housing providers in England will face a new statutory transparency framework known as the Social Tenant Access to Information Requirements, commonly referred to as STAIRs. The regime introduces formal rights for tenants of housing associations and other private registered providers to access information about how their homes and services are managed.

This role will support the provision of information relating to performance, such as Tenant Satisfaction Measures (TSMs) and complaints data and will contribute towards the publication scheme. The role will ensure that the publication scheme is clearly communicated through Tenant engagement activities.

Tenant Scrutiny and Influence

Establish and support Tenant scrutiny panels, Tenant forums and consultation groups. Enable Tenants to set the priorities for scrutiny, challenge service performance and organisational decisions and report Tenant scrutiny outcomes to the Executive Team and Board.

Tenant Involvement Activities

Monitor delivery of an annual calendar of Tenant engagement activities which includes leading on organising the Annual Tenant Conference and working across the services to ensure opportunities for Tenants to meet the leadership team.

To support and advise the Development Managers on the delivery of inclusive resident involvement activities at scheme level. To monitor the effectiveness and frequency of those development meetings and ensure there is a clear and effective process for issues raised to be acted upon, escalated where appropriate and feedback given.

Tenant Satisfaction and Insight

Lead on the collection and collation of Tenant Satisfaction Measures (TSMs) and the delivery of wider Tenant insight programmes. To ensure that the TSM survey methodology is reviewed annually to ensure compliance with regulatory standards and maximise Tenant engagement. Combine TSMs, complaints, engagement feedback, consultation outcomes and operational performance data to identify service improvements and produce strategic insight reports for senior leaders and the Board.

Consumer Standards and Compliance

Support organisational compliance with the Regulator of Social Housing Consumer Standards. Maintain evidence demonstrating compliance with the Transparency, Influence and Accountability Standard and prepare assurance documentation for regulatory review, inspection and governance scrutiny.

Transparency and Accountability

Monitor Tenant engagement, consultation and service performance KPIs, publish Tenant-facing performance information in accessible formats and deliver regular "You said we did" communication that shows how Tenant feedback has informed decisions. Complete benchmarking for TSM results with other similarly sized social housing providers and develop an improvement plan to achieve and maintain top quartile performance.

To provide support to other service areas within Alpha Living to ensure the requirements in relation to tenant involvement are understood and to support the arrangement of engagement and consultation activity where it is required as part of a wider Alpha project. This may include for example service charge consultation with finance or planned works consultation with asset.

Equality Diversity Inclusion and Belonging

Ensuring engagement is inclusive, accessible and representative of Alpha Living's Tenant population, with targeted approaches for seldom heard and underrepresented groups. Measure participation by demographic group and address any representation gaps. Ensure scrutiny and other Tenant engagement and involvement activities are planned with inclusion in mind and are equality impact assessed at planning and post events.

Team Leadership

Lead, support, coach and develop the Customer Experience Team, creating a culture that values Tenant voice, professionalism, empathy, accountability and continuous improvement.

Safeguarding and Support

Support the Safeguarding Officer post and ensure safeguarding cases are reviewed, escalated and actioned appropriately in line with policy and statutory duties. To produce the Alpha Annual Safeguarding Report and to deliver associated improvement plans.

To raise awareness of safeguarding issues and knowledge development with other colleagues and through Alpha Living including Audit and Risk Committee and Board level.

Budgets and Resources

Manage budgets associated with Tenant engagement, AGM, the Living Well hardship fund, complaints and compensation, ensuring value for money, accurate forecasting and expenditure within approved targets.

Policy and Procedure

Lead the development, review and implementation of policies and procedures

relating to engagement, complaints, customer insight and related operational areas including safeguarding ensuring they reflect legislation, best practice and Tenant-centered principles.

Key Outcomes

Tenants have meaningful opportunities to influence decisions, Alpha Living can provide evidence of compliance with consumer regulation, customer insight is used to inform service design, complaints are used for learning, and the organisation can show how Tenant feedback has changed practice and improved services.

The role will ensure that and Alpha Living can provide evidence of a proactive approach to identifying where abuse has or may occur and in case management of reported instances of abuse, harm or neglect.

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described above and / or in line with legislative changes. It will be reviewed periodically to take into account changes and developments in service delivery. Any Changes will be discussed fully with the job holder.

Our Values

Our recruitment process takes account of our values. We are a kind and thoughtful organisation which aims to help older people live independently for longer. Your application should demonstrate your commitment to these values.

Our organisational values are: -

Bold & Brave

We create a space for belonging and inspire our residents, colleagues and customers to be the best possible version of themselves, to make bold choices, grow, learn and excel.

Compassionate

We put the person at the heart of everything we do and celebrate the diversity of our residents, colleagues and customers. We don't just say we care; our actions show we care.

Honest

We are open and honest; we value and respect each other's opinions and thoughts. We are inclusive in our interactions and encourage others to be the same.

Positive

We are inclusive in our approach, we are resilient and focused on delivering the best possible outcomes for our residents, colleagues and customers.