

Job Code: Customer Care Manager

Reporting to: Regional Managing Director

Purpose: To manage and deliver post contract / handover services to Clients / Purchasers for the completion of defects and release of retentions as appropriate.

Achieving Results

- Maximise standards for property handover - through Home Demonstrations
- Feedback to whole team to learn from problem areas
- Carry out post completion inspections as required and implement action
- Organise and manage direct maintenance operatives and administration staff
- Managing effective resolution of defects

Managing the Process

- Organise Home Demonstrations with purchasers and Construction team prior to legal completion
- To ensure satisfactory completion of demonstration and handover defects via courtesy calls
- Regular review of sub contractor performance with regard to customer satisfaction / timescales
- Provide a monthly Regional report of defects found at home demonstration, handover and courtesy calls together with an outstanding defect / timescale schedule
- Establish and maintain a feedback loop with construction, design and procurement departments to promote best practice

Serving the Customer (Internal and External)

- Developing relationship with purchaser to identify areas of improvement and design out, in order to maintain a customer friendly company
- Establish and maintain a feedback loop with construction, design and procurement departments to promote best practice

Delivering Quality

- Managing effective resolution of defects

Managing People

Monitor and Feedback on Performance

- Carry out annual and interim Performance & Development Reviews
- Control attendance and operative appointments

Comply with Lovell Policy and Employment Legislations, relating to;

- Recruitment

- Induction
- Discipline & Grievance
- Health, Safety and Welfare
- Absence Management

Regularly Communicate

- Excellent communication skills both verbally, face to face and electronically
- Conflict resolution

Give and Receive Feedback

- Defects inspection with site team
- Property handovers
- Prepared to challenge site teams and subcontractors

Support Learning and Development

- Support staff to enable development in line with their PDP
- Encourage progression towards full professional membership, where appropriate

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Microsoft Outlook			
Microsoft Word			
Microsoft Excel			
Knowledge and understanding of construction materials and techniques			
Knowledge and understanding of Lovell contractual obligations			
Skills in best methods of defects rectification			
Knowledge and understanding of responsibility for defects			

Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development on Insite. Full course descriptions explaining the content of these courses are also available on Insite.