**Job Code: 375 Customer Care Manager**

**Reporting to:**  Head of Customer Care

**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
* Maintain the image of a customer friendly business

**Managing the Process**

* Organise Home Demonstrations with Sales and Construction team prior to legal completion
* To ensure satisfactory completion of demonstration and handover defects via courtesy calls
* Contribute to the review of sub-contractor performance with regard to customer satisfaction / timescales
* Contribute to a monthly Regional report of defects found at home demonstration, handover and courtesy calls together with an outstanding defect / timescale schedule
* Responsible for managing an effective defect resolution service within a given area/sites

**Serving the Customer (Internal and External)**

* Deal on a personal basis and maintain relationships with the customer to identify areas for improvement, looking for trends and patterns to identify where solutions are needed and feeding this into an improvement plan
* Assist in establishing and maintaining 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**

* Monitors consistently to ‘keep their finger on the pulse’ for a given area/site
* Control attendance where appropriate

**Comply with Lovell Policy and Employment Legislations, relating to;**

* Recruitment
* Induction
* Discipline & Grievance
* Health, Safety and Welfare
* Absence Management

**Regularly Communicate**

* Attend month meeting with Regional Director and provide report on problem areas.
* Regularly and promptly tells people what is going on
* Attend monthly meeting with Customer Care Team to discuss targets, achievements, problem areas.

**Give and Receive Feedback**

* Gives feedback in a safe and private environment
* Regularly praise and recognise their staff’s performance
* Proactively discuss substandard performance with staff, setting improvement targets

**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**

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|  | **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 site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.

Name of Mentor Appointed by Operations Director \_\_\_\_\_\_\_\_\_\_\_

* CSCS Card/Test – every 5 years
* PAVES – 2 years review
* NHBC – Defects Prevention 2 day course - 5 yearly
* CITB Temporary Works Coordinator and Supervisor Course – refreshed every 3 years.
* DUST Minimum Standards Briefing and Face Fit Awareness
* IOSH – Managing Safely in Construction
* First Aid - 3 day (Initial)
* Home Demonstration and Consumer Code – within 6 months 5 year
* Customer Journey Training – within 6 months
* ELearning: HR, Sustainability Awareness, Asbestos Awareness, Sharps Awareness, Manual Handling, Customer Care, Mental Health & Women in Construction (Considerate Constructors) – Within 6 months
* Asbestos Awareness – Tutor Session – every 3 years
* Project Plus – overview on induction, followed by job specific detailed briefing
* LIMS Procedures and Standard LIMS Forms Briefing
* Business Policies and TILES
* Diversity in The Workplace – within 6 months/Year
* Lone Worker – Susie Lamplugh Training
* Property Mis-descriptions Act
* Driver Training (If applicable - dependant on annual mileage)

Optional

* Level 2 NVQ Diploma in Business Administration
* Level 2 & 3 NVQ Diploma in Customer Care
* NHBC Managing Timber Frame Construction

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