

Job Title: Customer Performance Manager

Reporting To: Partnership/ Project Manager

Purpose: Lead responsibility for the day to day management and administrative compliancy of the Morgan Sindall Integration System (MSi). Assisting the Partnership/Project Manager in championing a 'Perfect Delivery' service.

Managing the business process systems, ensuring the attainment and compliance of KPIs including; value and case management targets, S,H&E management, contract compliance and customer service metrics. Actively involved with the mobilisation and ongoing development of iMSi and its continued improvement with central services.

Value

KPIs

<ul style="list-style-type: none"> Monitor and actively manage the day to day service delivery in accordance with the Morgan Sindall Property Services Perfect Delivery model, ensuring that all cases are managed within overall time, cost and budget constraints. 	<p><i>Compliance of 100% of MSi business process and data entry on a daily basis.</i></p>
<ul style="list-style-type: none"> Support the Partnership/Project Manager in the achievement and delivery of the annual business plan through active day to day management of the MSi system ensuring full 'case' management reporting. 	
<ul style="list-style-type: none"> Through regular cost and value reconciliation ensure that all members of the team are alerted to system variances which require immediate attention to ensure correct fiscal protocols are maintained. 	
<ul style="list-style-type: none"> Implement all policies, standards and initiatives and manage MSi compliance across the project. 	
<ul style="list-style-type: none"> Support the Partnership/Project Manager in the provision of data with a view to ensuring that the management of contracts and work outputs exceed the agreed budget profiles. 	
<ul style="list-style-type: none"> Through daily data analysis, identify risks and help protect business reputation through active management. 	

Right First Time

KPIs

<ul style="list-style-type: none"> Monitor Right First Time delivery for each task on every project, reporting on exceptions. 	<i>Right First Time KPI from the pillars of perfect delivery. Could be set contractual specific.</i>
<ul style="list-style-type: none"> Through a detailed understanding of operational, commercial and contractual KPI's assist your management team and front line staff in understanding their responsibilities in managing the day to day performance. 	
<ul style="list-style-type: none"> Own the management of cases, servicing profiles, and works order through to completion ensuring rigor is applied throughout the process. 	
<ul style="list-style-type: none"> Manage the planning of the allocations tool and ensure efficient and effective utilisation of resources and communicate accordingly. 	
<ul style="list-style-type: none"> Manage the escalation of variations, appointments and follow on works and ensure appropriate communications and targets are kept. 	
<ul style="list-style-type: none"> Using system reports maximise operational service delivery and productivity through dashboard assessment. 	
<ul style="list-style-type: none"> Report on quality assurance, service accessibility and responsiveness, maximising client's involvement and reporting customer feedback. 	
<ul style="list-style-type: none"> Understand the contractual KPI's, then plan, allocate and operate to exceed client expectations. 	
<ul style="list-style-type: none"> Facilitate Customer experience and satisfaction through the effective management and monitoring of communication channels. 	
<ul style="list-style-type: none"> Ensure cost, risk, project and margin improvement plans are reflected in the MSi monitoring activity and reported accordingly. 	

Customer Recommended

KPIs

<ul style="list-style-type: none"> Oversee the application of the Perfect Delivery principles and the application of the customer charter and monitor on behalf of the Partnership/Project Manager, attainment of Perfect Delivery objectives and KPIs. 	<i>Customer satisfaction results KPI as set within the contract documentation.</i>
<ul style="list-style-type: none"> Develop and maintain effective working relationships with clients, customers and suppliers. 	

Role Description

- Ensure coordination of relationships and dissemination of information with colleagues, team leaders and service engineers, maximising our day to day delivery.

People Promise

KPIs

- Manage you team in line with the principles of Peoples Promise.
- Be a role model for our 'People Promise' recognising the efforts and achievements of the team, 'flagging' and recognising consistent performance.
- Coach, mentor and motivate the team indirectly, ensuring development needs are identified and reported to the team leader and Partnership/Project Manager.

100% PDR's completed and succession plan developed

Safe

KPIs

- Coordinate compliancy with HS&E policy to ensure effective administration, implementation and communication of related HS&E outcomes.
- Through data analysis provide information allowing the refinement of objectives and performance, promoting opportunities for HS&E improvement.
- Monitor HS&E responsibilities, reporting to the Partnership/Project manager on the achievement of KPIs.
- Support the Partnership/Project Manager in ensuring that adequate resources are provided to carry out all operations with due regard to HS&E.

Compliance of 100% of MSi business process and data entry on a daily basis

Technical Skills and Knowledge

Safe

People Promise

Right First Time

Value

Recommended

	Basic	Intermediate	Advanced
Understanding the business process (internal trained)			
Knowledge of Microsoft Office			
Detailed understanding of iMSi (internal trained)			
Background resources planning			
Excellent administration skills			
Excellent written and communication skills			
Customer service skills			
Management			
People skills			
Health & Safety awareness			
Financial understanding			
Knowledge of Housing Repair systems and Responsive Repairs & Planned Works			
Background in Customer and Business Performance Analysis			