**Job Code: Head of Customer Care**

**Reporting to:**  Regional Managing Director

**Purpose:** To lead the Customer Care Team ensuring all homes are completed to the required standard prior to handover, providing customers and clients with an excellent post sales and completion service.

**Achieving Results**

* Maximise standards for property handover ensuring customers’ expectations are met and an excellent experience is delivered
* Set a clear mission and deploy strategies are focused to achieve that mission
* Contribute to achieving, maintaining and improving the highest level of House Builders Federation ratings
* Arrange regular forums for the team to feedback and learn from processes in order to improve service levels
* Identify and implement areas for improvement ensuring implementation is managed efficiently and impact is monitored for effectiveness
* Implement performance improvement plans
* Act as point of escalation for disputes with customers and clients
* Build and maintain relationships with clients
* Maintain the image of a customer friendly business

**Managing the Process**

* To ensure every customer receives the highest quality Home Demonstration prior to legal completion
* Ensure every customer is contacted within the first week of occupation
* Ensure resource levels are optimised and build strategies to meet current and future demands
* Regular review and recording of sub-contractor performance with regard to customer satisfaction / timescales and ensure recharging of sub-contractors is maximised where appropriate ensuring supporting evidence is recorded
* Identify key performance indicators for the service, analyse statistics and compile a monthly Regional board report accurately recording performance against the indicators
* Regularly meet with clients to review performance and customer satisfaction

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

* Improve the post sales customer experience, creating engaged and satisfied customers
* Capture process failures and propose and implement solutions to deliver an improved service to customers
* Establish and maintain a feedback loop with construction, design and procurement departments to promote best practice leading to improvement plans

**Delivering Quality**

* Overall management of effective resolution of defects ensuring internal resources are maximised
* Management of sub-contractors to ensure effective resolution of defects

**Managing People**

**Monitor and Feedback on Performance**

* Continually review and monitor key performance indicators
* Carry out annual and interim Performance & Development Reviews
* Control attendance

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

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

**Regularly Communicate**

* Attend monthly meeting with Regional Director and update on performance and issues.
* Organise and chair monthly Customer Care meetings with Management Team
* Chair 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

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| NHBC Managing Timber Frame Construction |
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