**Job Code: 375 Customer Care Manager**

**Reporting to:**  Regional 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
* 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
* 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)**

* 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
* 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**

* Monitors consistently to ‘keep their finger on the pulse’
* 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 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**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **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 Profile** |

|  |
| --- |
| **COMPULSORY – Training required for the role** |
| Welcome to Lovell Company Induction |
| Regional Induction |
| CSCS Escorted Site Visitors card |
| Office Staff Health and Safety Awareness |
| Property Misdescriptions Act |
| Level 2 NVQ Diploma in Business Administration |
| Level 2 & 3 NVQ Diploma in Customer Care |
| Understand of Construction elements and building techniques |
| Diversity in the Workplace |