



Affordable homes.  
Exceptional care.

## Job Description

### Director of Customer Experience

#### Reports to

Chief Executive

#### Job Purpose

Empowering and leading Trust to deliver an outstanding and innovative customer experience including all landlord, care & support and catering services

#### Values and Behaviours

##### Believe in better

- Strive to make every experience exceptional
- Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet
- Think commercially and compassionately to deliver exceptional value
- Strive for simple and be data led
- Make incremental improvements everyday, to set new standards we can all be proud of.

##### Here for each other

- Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best
- Promote inclusivity, embrace diversity and recruit on fit first
- Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring.

##### Love to learn

- Be curious to try, fail and learn by experimenting inside a safe space
- Commit to developing yourself and your skills and others along the way
- Take pride in contributing to the bigger picture, and help us to grow sustainably
- Take the lead. Be confident with your ideas, voice and actions.

#### Accountabilities

- Lead and direct customer experience activities covering all landlord, care & support and catering services, ensuring appropriate strategies, policies and procedures are in place to deliver the highest quality of service and performance, meeting Key Performance Indicator targets
- Identify new opportunities for service development, working smart and simple with digital and data to grow capability, creating experiences and solutions that put people first
- Ensure that front line customer services and related policies, systems and processes follow best practice and regulatory compliance; achieve strong and effective budgetary planning, project management, risk and cost control; and set high standards in monitoring and reporting
- Act as principal professional adviser to the Chief Executive, the Executive Team and the Board on all strategic and operational aspects of the customer experience including best practice and the development of new initiatives

#### Shared Executive Responsibilities

- Act as an executive member of Trust's Board and Committees and principle strategic advisor to the Board, advising and assisting in setting strategic direction and lead on the development and implementation of business strategy.
- Lead on governance and financial plans to meet strategy along with external statutory and regulatory obligations and internal performance and financial targets.
- Ensure comprehensive financial and risk management strategies are developed and implemented to ensure sustainability of the organisation.
- Lead on the development and promotion of all Trust's products, services and activity and build and seek out and enhance relationships and partnerships, new perspectives and ideas, new technology and approaches to keep Trust at the leading edge
- Passionately promote and welcome diversity in all its forms, and ensure compliance with all Trust policies and procedures

#### Knowledge and Experience

- Possession of a formal relevant tertiary education qualification will be essential in a relevant professional discipline

- Corporate membership of a relevant professional body/ institute (e.g. CIH or similar/ equivalent) and a demonstrable commitment to continuing professional development
- Experience of management of a multi-disciplinary and multi-function housing and customer services function at a senior level in a sizeable and complex organisation
- Extensive knowledge and experience at a senior level of customer services and service delivery in a housing or related field in a large and complex organisation
- Experience within a Registered Social Landlord environment
- Demonstrable skills in performance and corporate management, risk management, financial & budgetary management and people management
- Ability to quickly develop a strategic understanding of the business priorities of Customer Services functions and service delivery as well as the organisation as a whole
- Ability to undertake financial appraisal, performance management, problem solving and project management techniques
- Thorough and current understanding and experience of all relevant professional practice, housing and/or care and support regulations and legislation in areas of customer services, housing management and housing support services
- Able to work with a high degree of autonomy to set and deliver business priorities and manage workload within a pressurised and dynamic operating environment