

Job profile

Job title: Customer Engagement Partner	Responsible to: Customer First Manager
Post no:	Salary grade: F £26,550.00 - £29, 500.00
Responsible for: N/A	Behaviour level: 1 - All colleagues

Purpose of the job:

As Customer Engagement Partner, you will work closely with customers to make sure their voice is heard and acted upon and considered in decision making.

You will lead on offering a variety of engagement opportunities for our customers and stakeholders, obtain customer insight and measure the impact it has on services and performance. You will help to develop a co-creation and co-regulation culture to influence the services we provide to customers, including tenants, shared owners and leaseholders.

You will develop links with key stakeholders and assist in organising community events that support the development of cohesive communities.

Key accountabilities:

1. To identify, develop and initiate a variety of methods of engagement with customers and use the insight gained to support service improvements, in a way that meet the needs of our customers and SLH.
2. To actively deliver the Resident Engagement Strategy by promoting opportunities, co-ordinating events and recording outcomes. Develop and offer customer engagement training for colleagues.
3. To coordinate the delivery of customer focus groups and provide support to service leads in order to gain insight from customers.
4. Working closely with the Governance Team to support the activities of the newly formed customer group, the Resident Forum by providing timely and relevant information, co-ordinate logistics and document outcomes.

5. To act in a support capacity and assist in the coordination of stakeholder groups and champion community events, supporting the neighbourhood teams in creating relevant documentation and marketing materials for activities.
6. To proactively support resident groups to set up enabling customers to feed in their views and influence decisions SLH makes, including ensuring customers are consulted about policies and strategies and key changes which impact their homes, service delivery and neighbourhoods.
7. Build capacity with customers and empower them to get involved, including providing and sourcing training, attendance at and involvement with regional and national events, consultations, and other involvement opportunities.
8. Empower customers to shape customer communications and lead on the content and format of our annual report to customers, setting out what we have achieved for customers, our performance and our plans for improvement.
9. Support the team with consumer regulation and to obtain customer satisfaction feedback, including administering the Tenant Satisfaction Measures (TSM's).
10. To develop close collaboration and partnership working with a variety of internal managers/teams and external contractors in order to ensure that customer engagement activity is aligned with service reviews and projects, we deliver social value through procurement and customers receive a quality service.
11. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes, deliver social value and ensure value for money.
12. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, including carrying out risk assessments, to deliver effective and safe services and operations.
13. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
14. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title Customer Engagement Partner		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
5 GCSE's or equivalent	E	AF
Shows a commitment to continuous professional development (CPD)	E	AF/I
Knowledge, skills and abilities		
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF/I
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Effective communication skills both written and verbal, with internal and external customers	E	AF/I
Ability to tailor approach to communication when dealing with different audiences	E	AF/I
Ability to positively utilise social media to communicate with customers and stakeholders	E	AF/I
Able to work with people effectively at all levels, using well-developed influencing and interpersonal skills	E	AF/I
Able to develop their own ideas for improvement	E	AF/I
Able to prioritise their workload to meet deadlines	E	AF/I
Full driving licence	E	AF
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	AF/I
Experience		
Experience gained within a customer engagement and/ or community-based role.	E	AF/I
Extensive experience of partnership working	E	
Experience of working with numerical data	D	AF/I
Experience of dealing with customers and internal service enquiries	E	AF/I
Experience of having difficult conversations with customers and colleagues	E	AF/I
Experience of balancing priorities and working to tight deadlines	E	AF/I
Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i>	E	I

<p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving 		
	<p>E – Essential D – Desirable</p>	<p>AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave</p>
<p>Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p>Role profile prepared by: Customer First Manager</p>		
<p>Review date: April 2024</p>		
<p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		