

Job profile

Job title: Customer Engagement Partner	Responsible to: Customer First Manager
Salary grade: F Up to £32,288 per annum	Contracted Hours: 37 hours (per week)
Responsible for: N/A	Behaviour level: 1 - All colleagues

Purpose of the job:

As Customer Engagement Partner, you will engage with customers and stakeholders in our neighbourhoods to support the development of cohesive communities. You will obtain customer insight to support the development of service improvements. You will organise community events and coordinate customer focus and scrutiny groups.

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.
2. To actively engage with the Customer Engagement framework by promoting opportunities, co-ordinating events and recording outcomes.
3. To coordinate the delivery of customer focus groups and provide support to service leads in order to gain insight from customers.
4. To support the activities of the tenant scrutiny panel by providing timely and relevant information, co-ordinate logistics and document outcomes.
5. To coordinate stakeholder groups and champion community events, 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 in their neighbourhoods.
7. 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 customers receive a quality service.

8. 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 and ensure value for money.
9. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
10. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
11. 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
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 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
<p>Values - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers, and senior managers are living our shared values and helping to deliver our vision:</p> <ul style="list-style-type: none"> Do the Right Thing 	E	I

<ul style="list-style-type: none"> • Show Respect and kindness always • Are Honest and fair • Make it happen • All belong at SLH 		
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<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: Head of Housing & Business Transformation</p>		
<p>Review date: March 2022</p>		
<p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		