



JOB DESCRIPTION

Job Title:	Customer Engagement Lead
Pay Range:	£35,500 – £38,000 (depending on experience)
Hours:	35.00 hours per week
Work Pattern:	Monday - Friday
Location:	Clapton Park Management Organisation (CPMO), London Borough of Hackney
Responsible To:	Housing Services Manager
Responsible For:	Customer Engagement Coordinator & Scheduler

PURPOSE OF JOB

To provide a customer service focus to the front-line team. To be a primary point of contact for our customers, offering dedicated, high quality customer support and leading a team in providing an end-to-end customer experience.

The role is a varied one and not only will it lead on the customer experience but will lead on the managing of garages throughout the estate, preparing legal documents, office management, run reports and day-to-day repairs, liaising with external contractors, the Council as well as internal colleagues.

The post holder will lead in the coordination of compliance information whether that is with health & safety within the office and or key performance indicators.

You must also be able to organise, manage, coach and motivate a team in the delivery of a customer orientated service primarily for the benefit of residents. You will represent the organisation and its values and identify service improvements through good communication and IT skills.

Duties

- Build and maintain strong working relationships with our customers/ residents by developing a first-rate contact service. Ensure there is sufficient cover for reception and 'phones and be responsible for team rotas
- Play a leading role with the coordination of customer satisfaction surveys; their development, roll-out, collection, interpretation, report back and insight sharing

Clapton Park Management Organisation

“The Poppy Estate”



- Identify and implement improvements relating to customer satisfaction ensuring attention is given to relevance, cost and practicality
- Manage up to two Customer Engagement Coordinators, their recruitment, induction, performance, conduct and record one-to-one supervisions for each one monthly
- Develop annual forward job plans and conduct staff appraisals
- Work closely with the Repairs & Maintenance Manager in the delivery of a first-time fix for resident repairs. Utilise the repairs management system for recording repairs and ensure that residents are kept up to date with the progress of repairs and any related concerns
- Manage and support the repairs calendar through collaboration with the Repairs & Maintenance Manager
- Ensure that risks and gaps related to repairs appointment are identified in a timely manner with corrective steps put in place while ensuring that the resident is kept up to date
- Produce reports for the Repairs & Maintenance Manager and Housing Services Manager to support decision making and/or board reporting
- Manage the central mailbox ensuring that replies are made within the service standard
- Manage garage voids and lettings to ensure that they are let in a timely manner; ensuring that TORT's and NTQ's are served as per policy. Oversee garage arrears to ensure maximum collection
- Coordinate the production of flyers, newsletters and other communication channels to maintain effective communication with our residents. Work with the Senior Neighbourhood & Compliance Officer to ensure suitability, relevance and production times
- Support in the organising and the coordination of resident events as agreed by the Board
- Support the team in dealing with disrepair cases and ensuring the repairs and tenancy histories are produced for the Council
- Ensure the health & safety of the office: repairs, compliance with legal responsibilities, for example, alarm testing and fire drills as well as being the lead on the internal repairs system
- Oversee the cleaning contract for the office
- Effectively manage the office, ensuring the office is stocked with stationery and relevant supplies. Oversee the cleaning contract for the office and compliance with H&S legislation



- Laise and coordinate with the Council to order fobs for residents
- Taking private & confidential minutes as required
- Stakeholder diary management
- Actively participate in identifying risks and threats to the organisation, monitoring risks under your responsibility, and taking necessary action to deal with those risks
- Record, investigate and resolve complaints within allocated timescales and procedure, to the customers satisfaction
- Undertaking any other duties commensurate with the role that may be necessary to meet the needs of the service. This may include weekend and bank holiday working from time to time

PERSON SPECIFICATION

POST: Customer Engagement Lead	Clapton Park TMO	
GRADE:	LOCATION: Clapton Park, LB Hackney	
*CRITERIA	JOB REQUIREMENTS	*M.O.A
	Skills and Abilities	
E	Effective written communication skills with the ability to keep accurate records and draft correspondence and reports to a good standard.	A/I
E	Strong team leader with a focus on exceptional customer service and can-do attitude	A/I
E	A natural problem solver that takes ownership of a situation and follows the solution through to conclusion	A/I
E	Effective time management with the ability to plan, prioritise and manage own work to ensure agreed targets and deadlines are met.	I/T



E	Adaptable and flexible in approach to work, tasks, and ad hoc requests	I
E	Ability to work effectively using own initiative, or as part of a team.	I
E	Strong interpersonal skills with the ability to communicate effectively and confidently to a range of stakeholders including staff and Board Members with professional confidence, building relationships at every level of the organisation.	I
E	Teamworking and developing staff	A/I
E	Very organised and proactive, with high attention to detail and excellent work ethic	A/I
	Qualifications and Knowledge	
E	Good level of general education: 5 GCSEs at grade C or above including English and Maths or equivalent experience with language and numbers.	A/C
E	Good IT skills and the desire to learn new systems	A/I
	Experience	
E	Understand basic Health, Safety and Compliance in an office environment and a willingness to continue learning and implementing best practice in the workplace	A/I
D	Understanding of budget management	A
D	Knowledge of managing resident led events	A/I



	Circumstances	
E	Able to work well independently and maintain a positive outlook when under pressure.	A/I
E	Able to attend occasional weekend/ evening meetings	A

*CRITERIA	*M.O.A (METHOD OF ASSESSMENT)
E= Essential D= Desirable	A= Application Form I= Interview T= Test C= Certificate P= Presentation AC= Assessment Centre