

Job title	Customer Engagement and Insight Officer
Reports to	Customer Excellence Manager
Location	Head Office, 90 Beech Avenue, NG7 7LW
Hours	37 per week – Monday to Friday
Salary	£34,129.53 per annum Scale S01

Purpose

As the Customer Engagement and Insight Officer at Tuntum Housing Association, your role will be pivotal in understanding and enhancing the experiences of our residents. You'll be tasked with managing complaints to ensure adherence to the Housing Ombudsman Complaint Handling Code, while also identifying areas for improvement through feedback analysis and customer satisfaction assessments. Additionally, you'll lead engagement initiatives with tenants to amplify their voices within the Association. Working with the Customer Excellence Manager, your responsibilities will extend to devising and executing strategies for resident engagement, feedback collection, and utilising insights to drive service enhancements.

Duties and responsibilities

Engagement and Insight:

- Facilitate and promote the work of resident groups to ensure their voices are heard and recommendations are implemented.
- Develop and implement strategies to engage with customers, including surveys, focus groups, and feedback sessions.
- Organise and participate in resident engagement events, actively promoting involvement.
- Work with the Customer Excellence Manager to develop a program of corporate customer engagement training for all staff.
- Use analytical skills to respond to customer feedback and drive improvements in service provision.
- Incorporate customer journey mapping techniques to identify pain points and areas for improvement in the customer experience.
- Explore opportunities for integrating technology solutions such as CRM systems or customer feedback platforms to streamline customer engagement processes and enhance data analysis capabilities.

- Emphasise a culture of continuous improvement, encouraging staff to actively seek feedback and implement iterative changes to enhance customer satisfaction.
- Review and take learnings from all customer transactional and perception surveys (TSMs), aiding in the development of clear improvement action plans with key managers and stakeholders.

Driving Customer Services Improvement:

- Collaborate with management teams to implement improvements to service provision based on tenant feedback.
- Provide information and reports to enable the senior management team to formulate, monitor, and improve service policies and procedures.
- Identify opportunities to maximise the use of resources across the organisation to improve customer satisfaction.

Dealing with Complaints

- Handle and respond to customer complaints promptly and professionally.
- Liaise with internal teams to address customer concerns and implement improvements.
- Proactively identify and resolve issues to prevent future complaints.

Customer Service

- Provide support to the customer service team by handling incoming calls when needed, ensuring consistent and uninterrupted service delivery.

General:

- Adhere to all relevant Tuntum Housing Association's policies and procedures.
- Ensure compliance with GDPR regulations regarding confidentiality and data management.
- Maintain good time management and administrative support.
- Stay updated on legislative, regulatory, and best practice developments.
- Provide timely reports on customer demographics and experience to the management team.

Person Specification

Requirements	Essential	Desirable
Education	An excellent standard of written and spoken English language Holds the CIH Level 4 qualification or is willing to undertake and complete it within an agreed timescale, with support from the Association.	CIH level 4 Housing qualification
Knowledge		Good understanding of Consumer standards and the Housing Ombudsman Complaint Handling Code.
Experience required	Significant experience in a customer-focused environment, handling complex situations. Excellent communication skills and customer-centric approach. Understanding of customer engagement strategies. Ability to analyse data to drive actionable insights. Experience working with diverse customers and stakeholders. Experience working with community and voluntary groups.	

	Experience in customer-led strategic decision-making in a regulated environment. Experience delivering projects to improve services. Demonstrable experience in complaint management and resolution Highly competent in Microsoft Office packages.	
Skills and aptitudes required	Excellent interpersonal, verbal, and written communication skills. Effective time management and negotiation skills. Accurate record-keeping and reporting abilities. Proactive and able to work with minimal supervision. Strong problem-solving skills and ability to use initiative. Practical and common-sense approach to tasks. Commitment to cross-organisational teamwork.	
Personal qualities required	Astute, engaging, and customer focused. Empathetic	

Circumstances	Driving license and access to own vehicle.	
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Approved by:	Charmaine Simei (CEO)
Date approved:	20/06/2024