

ROLE PROFILE

Job Title:	Customer Voice Officer	Reporting to:	Customer Experience Manager
Directorate:	Operations Department	Location:	The Gateway, 89 Sankey Street
Purpose of the role:			
To lead our customer involvement, engagement, consultation, communication and scrutiny to ensure our residents have a voice and influence in the services we provide and decisions which affect their homes and services.			
Key accountabilities and job content:			
<ul style="list-style-type: none"> • Support the Customer Experience Manager to develop and deliver our resident engagement and involvement framework. • Ensure WHA continues to comply with RSH Consumer Standards, including carrying out self-assessments and work with others such as NHF, PlaceShapers and CHANW to share, learn and develop best practice, in consultation with our residents. • Encourage creativity, innovative thinking and fresh ways of working to generate customer engagement, influence and involvement. • Support residents, local community groups, focus groups and assist in the organisation of on line and face to face events. • Ensure people with lived experience of our homes and services are able to have their say and input into the way we do things. • Seek, gather, analyse and share resident's views/ surveys and work with relevant teams to identify and deliver service improvements embed new ways of working that increase customer engagement and are shaped around customer needs. • Ensure residents receive clear, accessible and timely information on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues. • Oversee our customer feedback channels, including our website, digital platforms and social media to ensure effective two way communication. • Ensure residents have simple and accessible routes for raising issues, making complaints and seeking redress and that we use customer feedback/ intelligence effectively and use the learning to improve and develop WHA services, in accordance with RSH and Housing Ombudsman's expectations. • Support the business to analyse themes, service failures and develop case studies that show how we learn and improve. • Support and work in partnership with our Scrutiny Panel (WHASP) to independently scrutinise and hold the Association to account for the decisions that affect resident's homes and services and the quality of the homes and services we provide. • Work with Housing and Property Services to develop neighbourhood plans/ local service offers. • Source external funding to support service/ project delivery. • Develop and maintain positive productive relationships with partner organisations to co-design and deliver projects and enable our customers to access their services. 			
Qualifications - desirable			
<ul style="list-style-type: none"> • A relevant professional or management qualification. • Project management qualification. 			
Knowledge, skills and experience:			
Essential			
<ul style="list-style-type: none"> • Proven experience of delivering excellent customer service. 			

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	No of Pages:
WHA 0117	3	01.07.2024	Head of Housing Management & Customer Service	30.06.2027	Page 1 of 2

- Experience and up to date knowledge of community development and resident involvement initiatives and issues, such as Asset Based Community Development.
- Experience of engaging and involving customers in designing and delivering services, including establishing and supporting community groups.
- Proven ability to work autonomously day to day, resolve complex problems, make decisions and manage a varied workload to achieve challenging performance targets.
- Proven ability to contribute positively to team and organisation responsibilities, performance and outcomes.
- Proven ability to deal calmly and positively with challenging situations, reaching positive solutions.
- Excellent oral and written communication.
- Experience of successfully managing budgets.
- IT literate – Microsoft Office.

Desirable

- Success in fund raising and securing grant funding.
- Experience of training delivery and public speaking.
- Experience of managing Public and Media Relations.

Corporate

- Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
- Commitment to equality, diversity and inclusion.
- Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues.
- Comply with the General Data Protection Regulations.
- Occasional evening or weekend work.
- Full UK Driving or Motorbike licence and have access to a vehicle to travel across the organisation’s areas of work.
- May be required to undertake any other reasonable duties commensurate with the role.

Competency Framework

Team Working - Level 3; **Respect** – Level 2; **Progress** – Level 3; **Leadership** - Level 2; **Integrity** – Level 2; **Customer Service** - Level 3

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WHA 0117	3	01.07.2024	Head of Housing Management & Customer Service	30.06.2027	Page 2 of 2