

**Role Profile**

**The purpose of this document is to give a high-level description of the role, to enable you to have a reasonable understanding of what are the main activities and objectives. In addition, the person specification indicates the skills and experience that you will need to be successful in this role.**

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| **Job Title:** | Service Improvement Officer | | |
| **Directorate:** | Customer | **Department:** | Customer |
| **Reports to:** | Customer Director | | |
| **Line management responsibility:** | None | | |
| **Budgetary responsibility:** | None | | |
| **Prepared by:** | Customer Director | | |
| **Date:** | January 2025 | | |

**Overall team / department purpose:**

The overall purpose of the Customer Directorate is to proactively deliver an excellent housing management service to our residents, focussing on their needs, and expectations. This includes consistently demonstrating our Values and working with colleagues and external partners to develop our communities.

**Overall role purpose:**

The Service Improvement Officer is responsible for reviewing our ways of working to identify and implement changes that will increase productivity and create an improved experience for both colleagues and customers. This role will gather and analyse information and develop solutions, working with colleagues to embed the changes.

**EDI Accountabilities:**

* Actively take accountability to make sure all Colleagues and customers feel included. Challenge your decisions – “am I being inclusive”
* Challenge poor behaviour of others and promote best practice.
* Participate and support in the implementation of the EDI strategy and improvement programmes.
* Listen to, value, and respond to the views and ideas of others and appreciate differences in cultures, backgrounds, needs, and choices. Ensure you treat all people equitably, taking into consideration difference, and with dignity and respect.

**Key working relationships:**

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| **Who?** | **How?** |
| Internally | |
| Line manager | Keep fully informed and escalate as appropriate.  Obtain support and guidance. |
| Other teams across Brighter Places | Work collaboratively with colleagues to understand how we work and to identify solutions. Support colleagues through change and help them to be confident in delivering our new ways of working.  Promote a culture of learning from our customers and share information with. |
| Externally | |
| Our customers | Proactively engage with customers to understand their experience and use this to inform changes in how we work. |
| Contractors and Service Providers | Seek feedback from our contractors and service providers to understand their experience and use this to improve the way we work. |

**Key role responsibilities:**

* **Service Delivery:**
* Undertake service reviews in line with our service improvement roadmap which includes gathering feedback from colleagues and customers, analysing data and undertaking customer journey and service process mapping.
* Utilise a range of service improvement methodologies including Lean, Plan-Do-Check-Act, Gemba Walk, benchmarking, Kaien and colleague and customer feedback to inform your views.
* Reduce manual intervention and improve consistency in how we work by using technology to enable the service improvements. Deliver this by working closely with our IT team and by utilising your own skills and experiences in key tools such Power Automate, Power BI and Copilot.
* Develop improvements to how we work, which enhance the quality and efficiency of our services.
* Train colleagues and support them through change, monitoring the success of the improvements.
* Use data to identify trends and use this to inform where services can be improved to have maximum impact.
* Prepare and present regular reports on service improvement activities, outcomes and present these to senior managers.
* Maintain accurate records of all service improvement initiatives and their impact.
* Identify and act on any health and safety issues for our colleagues or customers.
* Work collaboratively with colleagues and partner organisations to facilitate successful outcomes for customers in relation to the sustainment of their tenancies.
* Increase customer satisfaction by developing and maintaining a professional, and pro-active approach to tacking customer issues.
* **Customer Engagement:**
* Create a high standard of service, ensuring customers feel heard and respected.
* Foster a culture of empathy and responsiveness within the team.
* Support resident involvement and community development events and consultations.
* **Compliance and Reporting:**
* Ensure compliance with all relevant regulations and organisational policies.
* Audit and ensure accurate records of all customer information.
* Support the preparation of reports detailing the team’s performance.
* **Data Management and Protection:**
* Ensure all data related to complaints is managed in compliance with data protection regulations, including GDPR.
* Regularly review and audit data entries to ensure accuracy and completeness.
* Implement and maintain data protection measures to safeguard customer information.
* **Continuous Improvement:**
* Create a customer first culture within the team.
* Work with colleagues to track improvements to service which are implemented in response to customer enquiries.
* Participate in training and development activities.

**Responsibilities for us all:**

* Work with all our colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values.
* Demonstrate a commitment to value for money and high-quality customer service in all that we do.
* Be an ambassador for the organisation, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders.
* Contribute to Brighter Places being a diverse and inclusive organisation.
* Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
* Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
* Be flexible to change within the organisation when necessary and provide assistance, if required. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

**No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.**

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| **Values and Behaviours** | |
| **We are human** | We listen to people’s stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other organisations to achieve our goals and we trust each other. |
| **We bring it** | We think big. We work hard to achieve our goals and we’re always ready for the next challenge. We bring everything we’ve got to everything we do – so we can build the best communities possible. |
| **We speak truth** | We trust each other and we’re honest. Our working community is blame free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going. |
| **We belong** | We believe in diversity, equity, dignity and the freedom to be. Whoever you are, wherever you’re from and whatever your life story, you have a place in our communities. You are valued and you belong. |

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education & qualifications** | * Education to A-Level standard or equivalent. | * Relevant qualifications in housing management, service improvement or related field * Service improvement or project management qualification |
| **Experience, knowledge &  understanding** | * Experience in a service improvement or project management role, preferably within the housing sector * Experience in analysing data and implementing improvement initiatives based on data * Experience of running workshops and gathering feedback * Experience of running process mapping/customer journey mapping * Experience in using Power Automate to improve processes * Experience in using Power BI to create dashboards and mapping of data * Developing user stories/use cases and working closely with IT teams to implement technology based solutions. | * A good knowledge of current best practice in social housing management * Experience in presenting reports and updates to senior leaders |
| **Skills & abilities** | * Ability to work on own initiative and make accurate judgments. * Able to work within policies and guidelines. * Ability to manage own time, and plan and prioritise workload. * Excellent IT skills incl. Microsoft Office packages. * Excellent written and oral communication skills. * Good negotiation and persuasion skills. * Ability to form effective working relations with a range of community stakeholders. * High levels of accuracy and attention to detail. * Ability to deal assertively with a range of people in different situations   Ability to work as a member of a team. | * Experience working with housing management databases or third party providers such as MRI housing enterprise (Orchard).' |
| **Personal characteristics** | * Adaptable to change. * Can do attitude. * Keen eye for detail. * Resilient when handling conflict. * Motivated. * Determined to go the extra mile. * Organised |  |
| **Other** |  | * Valid UK Driving License. * Ability to travel independently to visit customers and properties. Pool cars are available. |