

Job title: Customer Care Coordinator

Line manager: Customer Care Manager

Grade (if applicable): 4

Direct reports: N/A



Role purpose:

Responsible for providing an efficient and effective customer care service from the pre-construction phase through to handover and occupation of homes. This will include leading on all related activities (pre-construction meetings, snagging, home demonstrations etc) liaising with customers, contractors, site and management teams whilst maintaining effective working relationships. Work with the Defects Resolution Officer to carry out end of Defects inspections.

Key results:

- Performing pre-move in snagging & de-snagging checks with Development colleagues and contractors
- Liaison with resident's post move in taking details of snagging issues and logging these onto relevant housing management systems
- Carry out regular void inspections and general maintenance activities of homes post handover up to occupation
- Organising and delivery of home demonstration/new homes induction for new customers
- Ensuring handover documentation is available to new customers and stored digitally
- Providing advice and support in resolving our customers' queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- Assisting the Delivery Team with any customer related issues during construction
- Liaise with all customers and sub-contractors to establish an excellent after sales/rental response to all complaints / queries.
- Actively managing team mailbox, picking up general enquiries through various communication channels and assisting with the resolution of complaints
- Attend contractual end of defects inspections ensuring works are completed to the satisfaction of the customer working with employer's agents and Contractors
- Carry out visits to customers homes to resolve issues early or where problems have occurred
- Have a detailed understanding of the schemes you manage and proactively manage customer relations of all new build properties within your area of responsibility.
- Support the Customer Relations Manager by proactive reporting on any issues and flagging those that may need escalation.
- Ensure that all KPI and Service Levels Agreements are met.

Success metrics:

- Deliver on high customer satisfaction in quality of home -85% of residents satisfied or very satisfied with the quality of their home
- Deliver on high customer satisfaction with move-in process - 80% of home demonstrations carried out within 48 hours of move in and 75% of residents feel special and valued on move in day
- Deliver on 90% target of customers who would recommend Peabody
- Low number of defects per property - Average of 2.5 potential defects per property identified as part of snagging regime
- 95% of customers complaints responded to within set timescales
- 95% accuracy score for data inputted and owned by Service area users
- Clear commitment to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.

Version Date:

Signed off by:

About you:

You will have:

- A strong commitment to the delivery of a high level of customer service.
- Exceptional communication skills, able to communicate confidently and work effectively with all levels of stakeholders.
- Able to work at pace and under pressure, whilst using own initiative.
- Good knowledge of IT applications, including experience in MS Excel.
- A strong eye for detail to check legal and other documents for accuracy.
- An understanding of the development process and construction industry, particularly in relation to property defects (desirable).
- Understand how diversity policies and equal opportunities play a vital role in customer relations
- Exceptional at organisationing your time to ensure work is delivered within deadlines

You will have:

- Experience in defects resolution, aftercare or repairs within Social Housing or a Private background..
- Experience in communicating and negotiating with internal and external stakeholders.
- Experience in the construction process and an understanding of project management.
- Experience in delivering the best service to customers and confident in setting realistic expectations.
- Understanding of both the current and emerging regulatory regime in respect of Building Regulations and Building Safety for residential construction
- Understanding of the client relationship with Contractors and housebuilders in Design and Build contracts/ Development Agreements respectively