

# Customer Service & Culture Development Manager



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## > Operations Directorate > Customer Experience

### What's it all about

Positioned within the Operations Directorate and maintaining a close collaboration with HR and key stakeholders across the organisation, the Professional Development & Competency Manager for Customer Service & Culture is pivotal in ensuring that customer-centricity is deeply embedded in the ethos of Notting Hill Genesis. This role is dedicated to the development and enhancement of soft skills, cultural alignment, and customer service excellence across all levels of the organisation.

### How you'll make a difference

The Customer Service & Culture Development Manager will be the driving force behind cultivating a culture where customer-centricity is paramount. They will design and implement training programmes that not only enhance customer service skills but also ensure that the organisation's culture is aligned with delivering exceptional customer experiences. Their efforts will ensure that every interaction with Notting Hill Genesis resonates with empathy, understanding, and a genuine desire to serve.

By focusing on soft skills training and cultural development, they will empower staff to approach their roles with a customer-first mindset, ensuring that every decision, action, and initiative is taken with the customer's best interests at heart.

### How you'll do it

- Collaborate with HR, the Operations Directorate, and other key stakeholders to understand the organisation's customer service goals and cultural aspirations.
- Design and deliver soft skills training programmes, focusing on communication, empathy, problem-solving, and other essential customer service skills.
- Lead initiatives to embed a customer-centric culture within the organisation, ensuring that it permeates every department and function.
- Monitor and evaluate the effectiveness of training programmes, gathering feedback and continuously refining the curriculum to meet evolving needs.
- Work closely with the HR team to integrate customer-centricity into recruitment, onboarding, and performance evaluation processes.
- Facilitate workshops, feedback sessions, and training modules to ensure that all staff understand and embody the organisation's customer service standards and cultural values.
- Provide regular updates to the Operations Directorate on the progress of training initiatives, competency levels, and cultural alignment.

### Essential knowledge, experience and skills

*Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.*

- Profound expertise in customer service training, soft skills development, and cultural transformation strategies.
- Experience in designing and delivering training programmes that enhance customer-centricity and foster a positive organisational culture.
- Exceptional communication and leadership skills, with the ability to inspire and motivate staff to embrace a customer-first mindset.
- Strong collaboration skills, adept at working with various departments and stakeholders to achieve shared goals.
- A genuine passion for elevating customer experiences and ensuring that customer-centricity is at the heart of everything the organisation does.
- Ability to provide oversight, direction, and support to teams, ensuring alignment with the organisation's customer service and cultural objectives.



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## Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at manager level.