

# Aftercare Officer



Working better together  
for our residents

## > Operations > Places & Estates

### What's it all about

Our team exists to ensure that our new homes meet the expectation of our new customers to allow us to build a confidence and trust in NHG from day one.

In your role as Aftercare Officer, you will deliver a quality customer experience by showing empathy, being proactive and acting swiftly to address concerns. You will be required to be adaptable in your approach in each situation, aiming to deliver the best outcome for our residents every single time.

### How you'll make a difference

You will deliver an exceptional customer experience by resolving issues quickly, helping them to understand their home and promoting the benefits of living on an NHG estate. Your role will focus on the first twelve months of the customer experience and will include:

- Log defects and coordinate non-defect fixes, ensuring customers are informed throughout
- Appointing maintenance contractors
- Building rapport with customers of complex cases to manage expectations and ensure a positive experience.
- Spending time with residents to educate, explain and communicate next steps,
- Sharing customer feedback with your colleagues to ensure we are continually learning from experience.

### How you'll do it

#### Customer First

You will ensure that every interaction with a customer helps to build a positive relationship. You'll achieve that by being honest and open with them, supporting them to better understand their home and ultimately making decisions that are in their best interests.

#### Customer Care

You'll need to build an excellent knowledge of our new places and estates and will utilise that to deliver a fast and effective aftercare service. You'll use a friendly and concise communication style, adapt to accommodate the customer and have the confidence to meet them in their home to problem-solve in person.

#### Sharing Information

You'll make sure all decisions have a clear rationale and are fully documented so that your colleagues remain well informed.

#### The Bigger Picture

Your wider team has a broad remit, and the role you play in its success shouldn't be underestimated. As the eyes and ears of the customers, you will regularly share your insights across the team. We want to ensure that we achieve continuous improvement, and we can't do that without you.

#### Colleague Collaboration

To deliver an effective service you will work closely with your colleagues in the Defects Team, agreeing lines of responsibility and holding each other to account. Working toward the same goal (a great customer experience) will unite and motivate you to achieve this.

## All about you

### 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 staff level.

### Essential knowledge, experience and skills including qualifications and professional membership.

#### Experience

- Experience in a customer facing role and a clear idea of what 'good' customer service looks & feels like
- Knowledge of how an aftercare service operates (not necessarily within Housing)
- An understanding of the challenges faced by the Housing Sector in achieving good levels of customer satisfaction.

#### Skills

- Excellent verbal communication skills including report writing.
- Able to write concisely to articulate the rationale behind all decision making.

#### Qualifications

- A customer experience/service qualification or desire to work towards one.