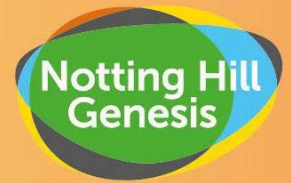


Customer Experience Executive



Working better together
for our residents

> Homes > Development and Sales

What's it all about

As a Customer Experience Executive, you'll guarantee a seamless sales process from start to finish, while maintaining and adhering to data governance at every key customer milestone (Reservation, Exchange & Completion). You'll provide a consistent customer-centric and professional service to all NHG customers and act as a support function to the Sales and Home Ownership Progression teams.

How you'll make a difference

By effectively managing and converting leads and home ownership-related requests, you will support the Sales and Home Ownership Progression teams in achieving their targets, thereby contributing to the overall success of the organization. By ensuring accurate and timely data entry and management, you will support a smooth and efficient sales process that benefits both customers and the internal teams.

How you'll do it

- **Operational Support:** Assist Voids and Progression team with checking/filing void checklist forms, on an ad hoc basis.
 - Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
 - Hybrid arrangements - at least two days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.
- **Customer Service Excellence:** Respond to all sales and home ownership customer enquiries via telephone and email within target timescales, ensuring clear communication and resolution on first contact wherever possible.
 - **Data Management:** Regularly update databases with customer information, ensuring accurate input of warm leads into the system and passing them to executives for conversion.
 - **Compliance and Reporting:** Ensure all key customer data is input correctly and ensure all sales recorded have the correct 'Business Performance flow'.
 - **System Management:** Assist with data management within the Sales NHG computer system (electronic Plot Files).

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. Please [refer to the framework](#). This role is at **staff** level

Essential knowledge, experience and skills including qualifications and professional membership

Professional experience

- Experience of working in a customer-facing environment and delivering excellent customer service.
- Experience of working within a target-driven, sales environment.
- Understanding of affordable home ownership products including staircasing, shared ownership, private sale, and the conveyancing process in England.
- Understanding of the London property market.

Skills

- Cross selling and lead conversion
- Excellent interpersonal and communicative skills
- Attention to detail and understanding of data governance, including defining data rules and targets for completeness and quality.

- **Intermediate** IT and systems skills including Microsoft office and CRM systems and databases

Qualifications