

Director of Customer Experience

> Directorate > Team/department

What's it all about

Reporting to the Chief Customer Officer, ensure all resident contact is managed effectively by the Customer Contact Centre, through an omni channel solution. That complaints are managed effectively and that we use data and insight to shape our services

How you'll make a difference

Ensure we have the right contact management system and knowledge base in place to deliver our key objective of achieving 80% right first time resolution.

Working closely with repairs colleagues deliver an effective repair reporting service that meets the needs of residents.

Using data and insight drive and embed service improvements, including through policy

Manage complaints effectively, working closely with service delivery teams

How you'll do it

To lead and transform the customer experience strategy across all housing services, ensuring residents receive high-quality, compliant, and digitally enabled services. This role champions the voice of the customer and ensures operational excellence aligned with regulatory standards and organisational values.

- Develop and deliver a customer experience strategy that aligns with corporate objectives and regulatory requirements.
- Oversee all resident contact through our omni channel solution, including reporting repairs, overseeing complaints, resident surveys, and other engagement opportunities
- Develop a comprehensive knowledge base to support advisors deliver an excellent, empathetic, customer experience that drives improvements in resident satisfaction
- Lead digital transformation initiatives to improve accessibility, self-service, and efficiency.

- Act as the primary advisor to the Executive Team and Board on customer experience matters.
- Foster a customer-first culture across the organisation.
- Ensure complaints are managed effectively and to meet legislation and HOS guidelines are met
- Oversee operations policies and use lessons learned and insight to ensure they are
- effective, relevant and legally and regulatory compliant
- Engage residents in co-designing services and improving satisfaction.
- Ensure adherence to Regulator of Social Housing standards and other relevant legislation.
- Monitor risk, performance, and quality across all customer service functions.
- Build strong relationships with residents, local authorities, regulators, and sector partners
- Hybrid arrangements – at least three days a week in our **communities, residents' homes, on housing estates or in schemes** (delete as necessary), and at least two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.

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 **leadership** level.

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills including qualifications and professional membership

- Proven leadership in customer experience within housing or a regulated sector.
- Strong understanding of social housing regulations and compliance.
- Experience in service transformation and digital innovation.
- Ability to design and implement a CX vision aligned to organisational goals.
- Excellent stakeholder engagement and communication skills.
- High emotional intelligence and ability to lead cultural and operational change.
- Experience of overseeing large, omni channel contact centre delivery model
- Familiarity with CX frameworks and
- Analytics tools

Desirable

- Degree in Business, Housing, Social
- Care, or related field.
- Professional housing qualification (CIH or equivalent) or working towards one
- Qualifications
- Customer service
- **Intermediate/advanced** IT and systems skills including Microsoft office (delete as appropriate)
- This role is subject to a **basic/enhanced** criminal record check (CRB) issued by the disclosure and barring service (DBS) (delete as appropriate or if not needed for the role)