

New Homes & Customer Care Manager



Working better together
for our residents

> Operations > Places & Estates> Placemaking Strategy & New Homes>

What's it all about

In this role you will be responsible for our Customer Care (defect & aftercare) function and New Homes project management team.

Your team exists to ensure that our new homes, places & estates meet the needs of their users. They should be destinations designed to feel familiar, promote neighbourly interaction and that can still look great years into the future.

In your role as New Homes & Customer Care Manager you will be the leading authority on customer experience in our new homes, by championing Placemaking, seeking out opportunities to innovate, and challenging the status quo to ensure that colleagues & customers are placed at the heart of decision making.

By holding contractors to account, supporting Development colleagues to continually improve quality, and empowering your own staff to take swift action to put things right, you will ensure that our new customers are pleased that they chose a NHG home. You will do everything in your power to ensure that we fix problems quickly, effectively and with a minimum of fuss to allow your Operational colleagues to focus their energy on delivering excellent services to customers.

How you'll make a difference

You will be an effective team leader, deploying your staff to ensure that contract documents genuinely reflect the needs of the business, our new estates are delivered in line with the vision and that the transition from construction to occupation is a seamless one. This includes:

- Ensuring we know our new estates, have prepared relevant strategies and are ready to manage them effectively from day one.
- Owning the new homes customer journey, ensuring that their experience is prioritised over generic process or procedure.

- Deploying your resources effectively to operate an out-come focussed Customer Care team which is comparable with the market leaders.

How you'll do it

Customer First

You will own the new customer journey, ensuring a seamless digital induction and a joined-up approach across NHG.

You will train your team, and others in the business where necessary, to prioritise the new customer experience. Under your guidance, your people will set expectations, then seek to consistently exceed them.

Project & Contract Management

You will oversee a highly effective New Homes project management service, ensuring client teams are engaged at the right time and in a meaningful way. You are responsible for sharing quality information, monitoring project progress, delegating effectively, and closing out action points to ensure continual progress. You will confidently use retention funds to pay for works, hold contractors to account, and make referrals to the NHBC where necessary to protect the interest of NHG and our residents during the defect liability period.

Setting up for success

You will work closely with Development colleagues to prepare project-specific contract documents that reflect the needs of your team, and the expectations of our customers. You will attend design reviews with specialists and expertly convey points relating to your area of expertise (estate management, defect prevention and the lived experience of customers). You will take personal responsibility for ensuring the accuracy of information you provide to customers and client teams.

Quality Places & Estates

You will play an active role in driving improvements in quality. This will start with design optimisation and finishing specification and will lead to your team having site presence during construction. You'll need to ensure exceptional attention to detail, a good understanding of what works in our new homes, and a

confidence to pushback when you think we can do better for our customer.

Handovers

You will take responsibility for ensuring change is communicated well and that handovers are administered effectively. You'll plan your team's workload to ensure that new customer experience is never compromised.

Closing the feedback loop

You will take the time to capture, understand and distil client team feedback, and communicate defect trends clearly to improve the way we work. You will spearhead continuous improvement using your unique position in NHG to show how we can work Better Together.

Vision Guardian

You will be a guardian for the project vision, ensuring that decision making aligns with NHGs strategy for the place. You will internalise our Placemaking principles and apply them consistently to your work. You will challenge decision making, promote customer centricity and influence the creation of places you can be proud of.

The Innovation Expectation

You are part of the Places and Estates team, where we try radical new things, learn from our failures and celebrate our successes. You will need to innovate regularly and will have clear targets for this. You will consider emerging technologies, services and materials as well as new ways of working. The end goal will be better homes, better places, and better experiences for staff and customers alike.

Location is Key

You'll know that there's no substitute for spending time in a place to understand its characteristics. You will regularly visit our estates (both during construction and occupation). You'll also recognise the importance of team, spending at least two days a week in the office pooling your knowledge and supporting your peers.

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 **Manager** level.

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

Knowledge & Experience

- Demonstrable experiencing leading a team or service.
- Experience in a customer-facing role and a clear idea of what 'good' service looks/feels like
- Experience in a using basic project management principles to manage project or task.
- Ability to organise yourself, prioritise effectively and deliver results through a rigorous approach to time & task management.
- A working knowledge of the new-build development lifecycle would be beneficial.
- A basic understanding of the philosophy and/or process behind good placemaking

This role requires work on active construction sites, at heights and in confined spaces.

Skills

- Excellent communication skills (including report writing).
- Demonstrable ability to chair complex meetings effectively.
- Confidence to negotiate & influence outcomes with a wide range of stakeholders.
- Capable of undertaking independent research (competitor analysis, market trends etc.)
- Able to concisely articulate the rationale behind all decision making.
- Competent user of the basic Microsoft Office software including Excel, Word, PowerPoint & Outlook

Qualifications

- Membership to a professional body (e.g., IRPM, RICS, CIH) required within 12 months.
- A formal project management qualification is desirable.