

## JOB DESCRIPTION

<b>Job Title:</b>	Head of Customer Services
<b>Reports to:</b>	Regional MD/RD Dotted line to Group Customer Service Director
<b>Accountable to:</b>	Regional MD/RD
<b>Job Purpose:</b>	<p>To manage and continually improve the Customer Service experience for Redrow customers to ensure Redrow remains a 5 star builder and a leader in Customer Service at the premium end of the homebuilding industry.</p> <p>To lead the Customer Services team within the division and continually improve the customer service experience in the division</p>
<b>Responsible for:</b>	Customer Services Manager/s Customer Service Technicians
<i>Staff:</i>	Customer Service Co-ordinators Customer Services apprentices (if applicable)
<b>Scope:</b>	<p>The Head of Customer Services is the Redrow Customer Champion in each region. The Head of Customer Services must ensure that Redrow listens to what customers want and ensure that the company responds in the most effective and relevant and personal way. Success will be measured through the NPS rating and other customer feedback.</p> <p>The Head of Customer Services must lead the regional transition in customer service and navigate the challenges that will be faced internally and externally over this time.</p>
<b>Key Responsibilities:</b>	<ol style="list-style-type: none"><li>1. Increase NPS year on year. Increase promoters and decrease detractors</li><li>2. Champion the customer throughout the regional business, balancing customer needs with business requirements and presenting a compelling case for internal change and improvement</li><li>3. Champion the customer service department. This entails assessing and managing the customer service team to continually improve processes and outcomes</li><li>4. Measuring and reporting. Agree priorities and standards and then manage the CS team to deliver them</li><li>5. Manage all customer service processes, remembering that we are becoming more proactive and engaging customers earlier in the buying cycle.</li><li>6. Ensure that the Computer systems in place (e.g.SBMS) are being used to the required standards and identify and promote any areas of efficiency.</li><li>7. Troubleshooting. As problem areas for customer service are identified you must engage the Group CS Director to agree priorities and then engage your customer services team to address these areas and make the planned changes quickly and effectively</li></ol>

8. Financial analysis. Manage your budget effectively and be able to promote requirements for additional funding where they can increase the customer recommendation ratings and increase overall business performance. Report your expenditure as required.
9. Planning. Work with the Group CS Director to drive continual improvement in people, technology, processes, service and product design and build. Establish and test new strategies to improve the customer service experience.
10. Ensure the right calibre of staff are recruited, and in accordance with company policy and procedures.
11. Lead, motivate, communicate with, develop, appraise and performance manage staff to ensure they are fully motivated to achieve best performance to meet the company's needs. Ensure that poor performance is not tolerated and is remedied via support, training or disciplinary action as appropriate. Liaise with Human Resources on all employment issues.
12. Training. Ensure continual upskilling in customer services through evaluation, development and training of staff
13. Day to day management. Manage your customer services team to deliver what customers need and to continually improve your customer service team's efficiency and effectiveness. In addition, ensure that you build a positive team culture with strong positive engagement
14. Specific tasks (not an exclusive list, but indicative)
  - a. attend weekly sales and build meetings
  - b. produce a monthly board report and attend monthly board meeting, contribute to wider business priorities.
  - c. engage with Housing Associations and Warranty providers
  - d. manage Subcontractors including continual performance measurement and reporting
  - e. manage the out-of-hours process and ensure adequate cover is in place at all times.
  - f. monitor NHBC resolutions and highlight trends where relevant
  - g. escalated customer issues, act promptly and where necessary visit the customer personally to agree a plan of action
15. Ensure the department operates in accordance with Company policies and procedures.
16. Comply with responsibilities as laid down in the Group's Health & Safety Policy in order to ensure a safe environment within the department.

#### **Working Relationships:**

**Effective working relationships are an essential part of daily working life. This role requires the job holder to be a strong team player and team builder to ensure all targets are achieved.**

**Internal:** Senior Colleagues within the Division/Group and relevant Group functions  
 Maintaining an affective working relationship with Function Directors/HOD's essential in order to achieve company targets and ensure the highest levels of customer satisfaction; and

**External:** *Contractors, Suppliers, Purchasers, Building Control Inspectors, NHBC, Health & Safety Executive.*

#### **Decision Making Authority:**

TBC

**These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.**