



# HOMEOWNER SUPPORT ADVISOR



## ABOUT THE ROLE


To process all My Redrow Homeowner Support (HoS) incidents in line with the Company policies and procedures ensuring that our customers are provided with a first-class service and issues are addressed right first time by the appropriate person safely, professionally and within agreed or reasonable timescales.

The Homeowner support team requires the ability to deal effectively and efficiently with all customers and be able to manage customers' expectations appropriately with the objective of achieving customer satisfaction from our customers throughout the whole of their warranty.

Responsible to: Homeowner Support Team Leader

## KEY RESPONSIBILITIES

- Ensure all My Redrow Homeowner Support incidents are reviewed and processed within 24 working hours of receipt
- Review and action pending incidents within 48 working hours
- Drive Homeowner Support usage across all divisions
- Build customer confidence
- Enable us to service customers at their convenience; work flexible hours as required
- Work within the guidelines of the Warranty Provider and Redrow's standards
- To have knowledge of and adhere to the requirements of the New Homes Quality Code dealing with any complaints in line with Redrow's Complaints and Resolution Policy
- Work remotely with a full home office set up; be prepared to travel for Group team meetings as required
- Provide clear verbal and written communication with customers and manage their needs and expectations appropriately. Utilise the Redrow Customer Communications Guide and standard letters. Where relevant participate in virtual communication including video messaging to enhance the customer experience

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- Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
  - Take ownership of queries, resolving routine non-complex issues yourself and escalating more complex issues to your HoS Team Leader and divisional Customer Services teams.
  - Ensure accuracy of all customer details and all communication is correctly recorded on Red CS, Red CR and any relevant internal computer system
  - Instruct and liaise with the divisional teams, sub-Contractors & material suppliers
  - Understand Service Level Agreements. Report performance issues to divisions and the Homeowner Support Team Leader providing all necessary information
  - Build knowledge of Redrow house-types and construction processes; attend local sites when requested to review any changes to standard house-types
  - Produce and maintain electronic plot files utilising all relevant Red Systems where possible
  - Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
  - At all times comply with company policies, procedures and instructions.
  - Engage with colleagues via Redrow's Intranet
  - Contribute to improving the business, protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change
  - Any other duties requested by the HoS Team Leader

## **THE PERSON**

What kind of person are we looking for?

- Confident
- Empathetic to customer's needs
- Calm and understanding
- Organised and effective at managing their time
- Able to communicate clearly and effectively with customers and colleagues throughout the business
- Ability to produce reporting information
- Ability to work under pressure and against tight timelines
- Ability to work alone and within a team predominantly virtually
- A problem solver with a pragmatic approach
- A strong need to understand the detail
- Resilience and personal gravitas
- Flexible, adaptable and able to deal with issues and challenges
- Literate in the use of IT
- Facility to have a home office set up (will be detailed within contract)

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.