



# Customer Services Manager



## ABOUT THE ROLE


The Customer Service Manager will deliver a first class service to our customers throughout the customer service process. The role will involve management of a small team of Customer Services Technicians and close interaction with the Customer Service Co-ordinators. In addition they will also 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.

Responsible for: Customer Service Technicians and Customer Service Co-ordinators

Responsible to: Head of Customer Service

## KEY RESPONSIBILITIES

- 1.** Increase NPS year on year. Increase promoters and decrease detractors through addressing customer needs efficiently and effectively
- 2.** Be responsible for the final quality inspection of the property before it is handed over to the customer putting into place prior to the handover any remedial action that is required
- 3.** Champion the customer throughout the business and be the first elevated point of contact once exchange has taken place.
- 4.** Visit customers in the field to understand their needs by building a professional relationship throughout their Redrow journey, offering guidance and assistance/rectification to matters raised. This will involve occasional evening/weekend working.
- 5.** Manage internal and external relations to ensure that customers are satisfied
- 6.** Feedback patterns of design/specification issues and following instruction implement changes
- 7.** Ensure accuracy of all customer details and all communication is correctly recorded on Internal computer system
- 8.** Manage and assume responsibility for the Customer welcome meeting and ensure that all relevant parties are able to attend, ensure these meetings are arranged at a convenient time for customers and follow the agenda set out in the customer services procedures, this will involve occasional evening/weekend working
- 9.** Carry out the home preview in the customers new home, ensure that all relevant operating instructions and helpline numbers are provided to customers as part of this process.

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10. Instruct and liaise with the Maintenance Technicians, Sub-Contractors & Material Suppliers; Monitor the progress of remedial works
  11. Ensure Maintenance Technicians diaries are fully utilized, with consideration to geographical benefits and restrictions
  12. Understand Service Level Agreements and raise concerns to the HOCS were these to fall short
  13. Build a thorough knowledge of Redrow house-types and construction processes
  14. Have a knowledge of and ensure alignment with the structural warranty provider policies, Consumer Code, Redrow quality standards and customer charter
  15. Be available to deal with the out of hours calls and direct them accordingly to bring the customers problem to a satisfactory conclusion
  16. 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 Head of Customer Services and Human Resources on all employment issues.
  17. Health and Safety - Keep appraised of Health and Safety updates and where necessary liaise with internal and external training providers to ensure the CS team is fully compliant. Ensure all works are carried out in accordance with specific risk assessments and method statements
  18. Finances - Check and sign off invoices for suppliers and sub-contractors giving consideration to material supply chain difficulties, and failure in service level agreements. Authorise invoices for payment
  19. Reporting - assist in the production of monthly board and Group CS Director reports

## 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
- Strong stakeholder management skills with the ability to influence at all levels
- Ability to produce reporting information & analysis of information
- Ability to work under pressure and against tight timelines
- Ability to work alone and within a team
- 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
- Experience of working in the Construction industry
- Experience of managing and leading a successful team

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.