

## JOB DESCRIPTION

<b>Job Title:</b>	Customer Services Manager
<b>Reports to:</b>	Head of Customer Service
<b>Accountable to:</b>	Head of Customer Service
<b>Job Purpose:</b>	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.
<b>Responsible for:</b> <i>Staff:</i>	Customer Service Technicians Customer Service Co-ordinators
<b>Scope:</b>	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

### 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 if the customer 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 SBMS/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.
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

### **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:           Colleagues within the Division 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.**