



Head of Customer Services



ABOUT THE ROLE

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 NHBC recommend rating along with other customer satisfaction KPI's. Along with other customer feedback for example on-line reputation.


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.

Responsible for: Customer Services Team

Responsible to: Managing Director

KEY RESPONSIBILITIES

1. Increase NHBC recommend ratings year on year. Achieve targeted performance in other key measures like quality, service before and after and expectations. NPS is also a key measure of customer satisfaction, increasing promoters and decreasing detractors.
2. Champion the customer throughout the regional business, balancing customer needs with business requirements and presenting a compelling case for internal change and improvement.
3. Champion the customer service department. This entails assessing and managing the customer service team to continually improve processes and outcomes
4. Measuring and reporting. Agree priorities and standards and then manage the CS team to deliver them
5. Manage all customer service processes.
6. Ensure that the Computer systems in place (e.g. Red CS) and are being used to the required standards and identify and promote any areas of efficiency.
7. Troubleshooting. As problem areas for customer service are identified you must engage the Group Customer and Quality Director to agree priorities and then engage your customer services team to address these areas and make the planned changes quickly and effectively
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.

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9. Planning. Work with the Group Customer and Quality 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. Online customer service management. To effectively manage on line contacts from customers to achieve a positive outcome. Limiting reputation damage and promoting Redrow as a responsive retailer and service provider.
 15. Specific tasks (not an exclusive list, but indicative)
 - Attend weekly sales and build meetings
 - Produce a monthly board report and attend monthly board meeting, contribute to wider business priorities.
 - Engage with Housing Associations and Warranty providers
 - Manage Subcontractors including continual performance measurement and reporting
 - Manage the out-of-hours process and ensure adequate cover is in place at all times.
 - Monitor NHBC resolutions and highlight trends where relevant
 - Escalated customer issues, act promptly and where necessary visit the customer personally to agree a plan of action.
 16. Ensure the department operates in accordance with Company policies and procedures.
 17. Comply with responsibilities as laid down in the Group's Health & Safety Policy in order to ensure a safe environment within the department.

THE PERSON

What kind of person are we looking for?

- Experience of managing and leading a successful team
- Able to communicate clearly and effectively across multiple stakeholders
- Strong stakeholder management skills with the ability to influence at all levels
- Ability to produce reporting information & analysis of information
- Flexible approach to dealing with issues and challenges
- Able to delegate work appropriately
- Manages time effectively to ensure that deadlines are met
- Resilient in the face of challenging situations
- Literate in the use of IT

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.