**Job Profile: New Homes Customer Care Manager**

**This supplementary information for New Homes Customer Care manager is for guidance and must be used in conjunction with the Job Capsule for Regeneration and Development Job Level 5 Zone 1**

**Camden Way Category 4, Practitioner and Manager (Levels 4-5)**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The New Homes Customer Care Manager will manage the customer care team to ensure that all new homes are handed over to residents as part of an effective and customer focused aftercare service that will aim to maximise customer satisfaction.

This important role will provide the Camden Community Investment Programme (CIP) with a smooth and seamless handover service for all internal clients and external customers following the purchase of their new home.

**Example outcomes or objectives that this role will deliver:**

Reporting to the Head of Regeneration & Development, this management role is to provide a customer focused and effective aftercare service for all newly built homes through the CIP Programme;

* In close consultation with the development delivery teams within CIP, to oversee and line manage a small team with responsibility for the management of development projects from handover until the end of the defects liability period;
* To be responsible for the provision of high quality services to incoming customers through home user demonstrations, defects monitoring and reporting;
* To be responsible for the effective management of reported defects and latent defects for newly built homes and lead an excellent service to our customers and improve on current KPIs;
* To manage and motivate the aftercare team to drive up performance and service improvement, including being responsible for recruitment, selection and performance management of the Aftercare team;
* To proactively manage responses to complaints arising from poor contractor performance in the resolution of defects, acting as a resident champion in this instance, and look to consult closely with development delivery teams on all technical matters;
* To build relationships with internal and external colleagues in order to deliver an excellent aftercare service;
* To manage monitoring systems via liaison with the CIP’s Programme Management team.
* To achieve a high level customer satisfaction on after sales service
* To manage the relationship between the Aftercare team and Contact Camden call centre staff assigned to take calls relating to CIP schemes

**People Management Responsibilities:**

The post holder will have management responsibility for a team of three: 2 x New Homes Care Officers and 1 x New Homes Defects Officer. The manager is responsible both for line managing individual members of the team, setting priorities and allocating work across the team and driving service improvement.

**Relationships;**

The role’s main contacts outside the core Aftercare team will include:

Internal:

* Heads of Development, Sales, Programme and other Heads of service throughout LB Camden
* Member of the CIP Leadership Team
* Members of Development, Sales and Marketing teams
* Members of the Camden Customer Services teams Inc. maintenance, housing management, and asset management.

External: (to include, but not be limited to)

* Aftercare managers in contractors & developers
* Other consultancy firms including Employers Agents
* Other representatives from LB Camden’s appointed Contractors

**Work Environment:**

Office based with periods of time spent outdoors including visits to building sites that may require wearing protective clothing.

**Technical Knowledge and Experience:**

* Professional qualification preferred (MRICS, MCIOB, APM etc.);
* Educated to degree level or equivalent, preferably in a related field;
* Background in aftercare at a senior level with demonstrable experience in management of newly built homes and/or large regeneration/housing planned maintenance programmes;
* Knowledge of project management with experience in development, sales and/or construction of high quality new homes;
* An understanding of the commercial drivers and processes aligned to the development process, including housing for sale would be beneficial;
* Well-developed interpersonal, negotiating and influencing skills, capable of working as part of a large, multi-disciplinary team across a large business;
* Creative thinker in problem solving and demonstrable ability to deal with a wide range of customers and negotiate / troubleshoot outcomes that can provide solutions for all parties;
* A desire to offer the highest standards of customer service;
* Excellent verbal and written communication and presentation skills;
* Ability to prioritise, think logically and develop solutions;
* Excellent IT skills in all main Microsoft Software and ability to easily pick up the use of new systems;
* Technical knowledge and experience of properties, defects and snagging;
* Experience in the social housing development environment with technical expertise desirable;
* Willingness to travel and work flexible hours where necessary including evenings and weekends where required.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

Note: The New Homes Care Manager will be line managed by the Head CIP of Development but a key relationship will be with the Head of Repairs in Property Management.