**New Homes Customer Care Manager**

£44,612 - £51,751

Location: 5 Pancras Square

Contract: Permanent

This is an exciting opportunity to work on a local authority regeneration programme like no other. Camden’s Community Investment programme (CIP) is a 15 year self-funded £1billion programme, making Camden one of the leading Council-developers in the UK. We will build over 3,000 new homes through a variety of mixed-use regeneration projects.

We have achieved a great deal already with over 700 homes completed, 220 currently on site and Cabinet approval and planning permission for a further 1,250 homes. We have also completed two new primary school buildings, new community centres and tenant halls and refurbished an old Victorian workhouse into a state of the art residential training centre for single homeless people.

The scale of activity and ambition means Camden is leading the way in its pioneering approach to house building and our CIP schemes have been recognised as the very best in architecture, planning and development in the city, winning multiple awards.

**The role**

As New Homes Customer Care Manager you 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. First impressions matter and you and your team will be critical in making sure residents are happy with their new homes.

You will play a key role in providing a smooth and seamless handover service for all internal clients and external customers following the purchase of their new home.

You and your team will work closely with development delivery teams within CIP to prepare for the handover. You will 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 as well as being responsible for the provision of high quality services to incoming customers through home user demonstrations, defects monitoring and reporting.

**About you**

You will have a strong background in aftercare at a senior level with demonstrable experience in management of newly built homes and/or large regeneration/housing planned maintenance programmes, whilst having sound knowledge of project management with experience in development, sales and/or construction of high quality new homes.

Having a well-developed interpersonal, negotiating and influencing skills, capable of working as part of a multi-disciplinary team across a large business are vital to the role. Equally important is your creative thinking 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.

You will be professionally qualified and preferably hold MRICS, MCIOB or APM as well as being educated to degree level or equivalent, preferably in a related field.

**About us**

Camden’s main offices are located in modern award winning offices at King’s Cross. You can expect an exceptional range of benefits including discounted access to the onsite leisure facilities with swimming pool, recognition and reward for high performance with progression and pay increases, flexible and agile working hours and access to a leading pension scheme.

Camden is proud to be the country’s first Timewise council and as part of this accreditation, we work to help parents balance work with childcare. This fits in with our aim to be leaders in innovative flexible and part-time working that allows for different patterns of care and for parents to share childcare responsibilities.

Click [HERE](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1) to see the full details of our excellent benefits  
  
Make it work for you. Make it your Camden.   
  
**Discover and Diversity**   
To “discover” more about Camden and our commitment towards diversity, equality and safeguarding, please visit our [recruitment website](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2)

**How to apply**

To apply for this job please follow the "Apply" link. In the ‘Why you?’ section of the application form you will be expected to explain how you meet the key requirements for this role listed in the job profile attached at the bottom of this advert. When explaining how you meet each of the requirements, please give examples that clearly demonstrate your skills, knowledge and experience. When writing your examples give a brief description of the situation or task but focus on the actions you took and the result of your actions. Please note, we do not accept CVs submitted without a fully completed online application form.

Camden is committed to making our recruitment practices barrier-free and as inclusive as possible for everyone. This includes making adjustments or changes for people who have a disability or long-term health condition. If you would like us to do anything differently during the recruitment process, or provide any information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk, or post to 5 Pancras Square, London N1C 4AG.

Closing dates for applications: Sunday 11th November 2018, 23:59

Interviews to be held: w/c 19th November 2018

Please quote reference: 180000YT

To view the Job Profile please click [HERE](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/7402378/file/document?inline)

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