

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Customer Engagement and Relationship Project Manager	Director of Customer Contact & Experience	Housing Management	Housing Management	D

<p>Job Purpose:</p> <p>Customer Engagement and Offer Subject Matter Expert, reviewing Your Housing Group's current customer offering and capabilities, with the aim of implementing significant positive changes to how front-line services are delivered; ensuring customers are involved in reviews, introducing new business processes, and embed positive changes to the services and choices offered to customers, thereby delivering on customer expectation.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

- 1.** Develop robust and evidenced based Business Cases / Reports with clearly defined recommendations for improvement.
- 2.** Define the priorities within the Customer Connect Project, ensuring clearly identified benefits, scope, resources, deliverables and business performance measures.
- 3.** Lead project teams to develop, test and implement solutions that solve complex problems; ensuring project management processes are aligned with YHG Project Management principles.
- 4.** Support the Director of Customer Contact & Experience with the development and delivery of a Customer Involvement Strategy.
- 5.** Develop pathways to involvement framework, and ensure that genuine involvement and influence are embedded within front line services, and that the customer voice is enabled through ensuring residents and colleagues have the appropriate support to do this.
- 6.** Introduce Customer Involvement Panel(s), giving YHG customers the opportunity to scrutinise our services, helping to design service improvements.
- 7.** Ensure involved customers have appropriate training and support to be effective, and that an annual appraisal system is in place.
- 8.** Ensure key stakeholders have a clear understanding, and accept the benefits of, proposed and planned changes.
- 9.** Lead on evaluation of our Customer Involvement Strategy, and ensure that an annual report is produced to demonstrate the impact that customers being involved has had.
- 10.** Manage the delivery of a robust communications and engagement plan, ensuring positive changes to behaviours, skills and attitudes; monitoring staff perceptions and the direction of travel through regular pulse checks and other feedback methods.
- 11.** Implement Customer Expert Groups to monitor performance and help to develop policies.
- 12.** Ensure any new process and/or policies are fully documented and agreed, and the appropriate training is delivered to the business.
- 13.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Strong background and understanding of service design and digital innovation • knowledge of IT and solutions best practice • Effective planning and scheduling of activities and cost options appraisal development to support business case development 	
Skills	<ul style="list-style-type: none"> • Ability to work effectively and collaboratively with Directors / Senior Stakeholders • Excellent communication skills, both verbal and written, with ability to write clear, concise reports, presentations and recommendations • Strong interpersonal and relationship building skills • Ability to engage with customers and colleagues • Good planning and organisational skills with ability to manage resources • Credibility to influence stakeholders to gain buy-in • Excellent analytical, data evaluation and problem-solving abilities • Ability to define problems and evaluate new concepts and ideas, identify recommendations and solutions 	

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven track record of delivering results in a similar role and environment • Budget management experience • Experience designing and delivering Customer focused change within a large and complex organisation • Experience of working in a customer focused environment, developing improved customer service delivery • Housing Sector Experience, specifically around setting direction for customer offer • Experience working with resident's groups and involved tenants on service reviews • Experience working with Directors and Senior stakeholders 	<ul style="list-style-type: none"> • People management experience
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Degree level qualification Project Management qualification (eg Prince2 or APM – Association for Project Management)

People Management Responsibility?	Line management responsibility, including coaching, development and performance management
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	All levels within the Group, with extensive exposure to Directors and Senior Stakeholders
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. Number of involved residents actively engaged in YHG groups and activity 2. Number of projects and reviews successfully delivered 3. Evaluation of pathways to involvement and resident impact assessment 4. CSAT – number of customers satisfied that YHG listens to views and acts on them

Date Role Profile Created/Updated:	April 2020
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