

# Job Description

Job title:	Head of Customer Service Improvement
Reports to:	Director of Customer Relations
Responsible for:	Direct line management responsibility

## Role Overview

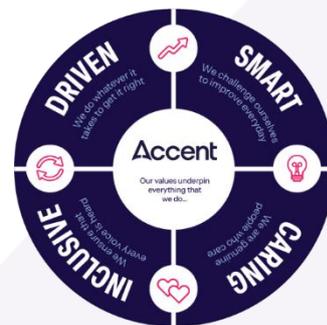
We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

In this role, you will ensure Accent is effective in managing and learning from customer complaints, leading the Customer Resolution Team to drive performance improvements. You will work closely with internal and external stakeholders, including the Housing Ombudsman Service, to develop service improvement strategies. Through strong leadership, coaching, and continuous performance analysis, you will instil a high-performance culture where service design and delivery are consistently enhanced to meet customer needs.

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As the Head of Customer Service Improvement, you will champion a customer-first culture that aligns with Accent's corporate objectives. By being a strong role model for our values, you will empower your team to innovate and meet challenges with creativity and resilience. Your role will involve fostering solid internal relationships, ensuring continuous service improvement, and leading efforts to exceed customer expectations. You will lead by example, consistently promoting high standards of empathy, accountability, and professionalism within the complaints resolution process.



## Core Values Alignment

## Key Responsibilities and Duties

- Develop and deliver a customer-first culture, ensuring corporate objectives are achieved while improving the overall customer experience.
- Lead the Customer Resolution Team to ensure all complaints are handled in line with policies and that customer satisfaction is prioritised.
- Maintain Accent's compliance with the Complaint Handling Code, ensuring timely, high-quality responses to complaints.
- Implement and manage a structured approach to quality assurance, ensuring continuous improvement in complaints handling and service delivery
- Translate corporate strategy into clear customer experience outcomes, supported by service improvement plans and performance objectives.
- Act as the primary liaison with the Housing Ombudsman Service, ensuring trust, transparency, and a willingness to learn and improve are demonstrated.
- Lead efforts to identify and implement service improvements, working closely with other departments and external partners.
- Ensure all Housing Ombudsman and regulatory requests are handled efficiently, with complete and professional responses.
- Analyse complaints data to identify trends, report on performance, and recommend improvements to the Senior Leadership Team.
- Manage the compensation and team budget, ensuring resources are allocated effectively to meet objectives.

## Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

## The must haves:

- Strong leadership and management skills with experience in leading high-performance teams.
- Proven experience in leading a robust complaints service focused on continuous improvement.
- Experience establishing root cause analysis frameworks and driving initiatives to reduce complaints.
- Strong understanding of regulatory complaints handling within a regulated environment.
- Excellent report writing and presentation skills, with strong organisational and influencing abilities.
- Proven ability to explain customer insights to different audiences effectively.
- Strong analytical and problem-solving skills.
- Experience of customer service and continuous improvement, with the ability to challenge the status quo.
- Full UK driving licence with access to a vehicle and the ability to travel as required.

## The added extras:

- A result-focused mindset with experience in driving organisational change.
- Strong strategic mindset with the ability to translate strategy into operational delivery.
- Experience working with the Housing Ombudsman and a deep understanding of relevant regulations

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.