

Job Description

Job title:	Customer Engagement Coordinator
Reports to:	Customer Engagement Manager
Responsible for:	No 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 play a key part in coordinating and delivering all customer group activity across Accent. You will support both the National and Regional Customer Groups, which provide vital influence and scrutiny of Accent’s strategies, policies and services, helping to drive improvements in the overall customer experience.

You will be responsible for coordinating onboarding new customers including training, organising meetings, and acting as the primary point of contact for all group members, ensuring they are informed, supported and able to participate effectively.

Core Values Alignment

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.

In this role you’ll reflect our values by taking a smart, organised approach to coordinating customer group activity, while being driven to support continuous improvement in the customer experience. You’ll be naturally inclusive, ensuring all customer members feel informed, supported and able to participate fully, and caring through strong communication, relationship-building and consistent support throughout their engagement with Accent.



Key Responsibilities and Duties

- Coordinate and manage all customer group meetings, including agenda preparation, action and decision tracking, and inviting customers to attend.
- Manage all meeting logistics such as travel, accommodation and accessibility requirements.
- Ensure all meeting materials are produced, collated and proofread to a high standard, meeting deadlines and aligning with Accent's house style and guidance.
- Support colleagues attending meetings by preparing briefing materials, providing logistical support, and ensuring all actions are tracked, delivered and reported within required timescales.
- Lead and coordinate customer recruitment activity for Regional and National Customer Groups, ensuring vacancies are promoted effectively and a fair, transparent selection process is carried out.
- Manage the appointment process for new customer group members, ensuring all engagement documentation is completed accurately.
- Develop, coordinate and deliver induction and onboarding plans for new members, including arranging equipment, system access, key introductory meetings and stakeholder visits.
- Coordinate all "Customer Power Hours," ensuring topics selected by members are planned, scheduled and supported effectively.
- Host and facilitate Scrutiny projects, including scope, data capture, meetings facilitation and tracking outcomes.

The must haves:

- Strong attention to detail with excellent organisational skills and the ability to manage multiple priorities in a fast-paced environment.
- Excellent stakeholder management skills, with the ability to build effective relationships and work collaboratively across teams.
- High-quality written and verbal communication skills, including experience in report writing.
- A genuine passion for delivering excellent customer service and improving the customer experience
- Strong time-management and planning skills, with the ability to work proactively and meet deadlines.

The added extras:

- Experience of working within housing governance or supporting governance processes

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.