

Job Description

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| Job title: | Head of Customer Contact – Repairs |
| 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.

As the Head of Customer Contact – Repairs, you will play a crucial role in leading and optimising the customer contact function for repairs. Your responsibilities will include overseeing a team dedicated to providing high-quality support and seamless customer interactions for Repairs & Maintenance Services, Planned Maintenance, Compliance, and Estate Services. This role is integral to enhancing the customer experience, ensuring that repairs are accurately managed, and collaborating with maintenance contractors to maintain service excellence. Your leadership will be key in resource planning, contractor relationship management, and continuously improving the effectiveness of the contact centre to meet high standards of service delivery and customer satisfaction.

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 will model these values as you inspire your team to prioritise customer satisfaction and uphold Accent's commitment to quality. Your approach will demonstrate Smart decision-making, ensuring that each repair is accurately assessed, assigned, and managed to achieve first-time fixes wherever possible. By being Driven, you will consistently seek innovative solutions to enhance the contact centre's efficiency and meet performance goals. With a Caring attitude, you will support and develop your team, fostering a positive work environment that values each colleague's contribution. Embracing Inclusivity, you will ensure that services are accessible and responsive to the diverse needs of our customers, creating a supportive and welcoming environment for all.



Key Responsibilities and Duties

- Manage the day-to-day operations of the contact centre and associated communication channels, ensuring KPIs are met and exceptional customer service is delivered consistently.
- Lead recruitment and retention efforts to build and maintain a well-resourced contact centre, with robust management structures that support effective service delivery.
- Oversee the accurate recording of repairs on the system, ensuring appropriate SOR codes are assigned to jobs to promote high levels of first-time fixes.
- Cultivate strong relationships with maintenance contractors to ensure swift issue resolution and minimise disruptions to customers, ensuring service continuity and satisfaction.
- Provide comprehensive training for customer advisers on Repairs & Maintenance Services, Planned Maintenance, Compliance, and Estate Services, supporting continuous professional development and skill enhancement.
- Ensure all customer interactions are properly documented, focusing on resolving inquiries on the first contact to provide a high standard of service and customer satisfaction.
- Coordinate with local teams to ensure high-quality service provision across Repairs & Maintenance Services, Planned Maintenance, Compliance, and Estate Services, supporting local team efforts.
- Effectively prioritise repairs and manage available contractor resources, optimising appointment scheduling to best meet customer needs and service demands.
- Implement resource planning to maintain adequate service levels and adapt to changes in service demand, ensuring readiness to respond to customer needs.
- Monitor and record disrepair cases, ensuring timely actions are taken to resolve issues early and minimise escalations or dissatisfaction.

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:

- Proven experience managing a responsive repairs service within a contact centre environment, with a strong understanding of customer needs in a housing context.
- Demonstrated skills in project and change management, with the ability to drive improvements effectively.
- Significant experience in managing a contact centre, ideally within a multi-channel environment, and leading large teams.
- A track record of delivering excellent customer service and fostering a customer-focused culture.
- Experience in staff management, development, and training, supporting team growth and professional advancement.
- Financial and budget awareness, with the ability to monitor resources and manage costs.
- Knowledge of social housing issues and trends, with the capacity to address challenges relevant to the sector.
- Proficiency in ICT and telephony systems relevant to contact centre operations.
- Familiarity with managing customer expectations across varied contact channels, with an understanding of digital transformation and channel shift opportunities.
- Strong analytical and decision-making skills, with the ability to handle emergencies and provide guidance out of normal office hours.

The added extras:

- Flexibility for travel between office locations and participation in out-of-hours meetings or events as needed to fulfil the role requirements

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.