

ROLE PROFILE

Job family	Manager	Role profile number	MA11-2754	Grade K
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Job purpose: To manage a team responsible for delivering a service.

Grade K posts focus on full management responsibilities for a team of staff in managing performance, monitoring quality and quantity of work, disciplinary matters and training and development. Grade K posts are higher in 'Contacts & Relationships' with the requirement to resolve complex and contentious situations with a variety of stakeholders, and often conflicting priorities compared with grade J posts. These posts are also higher in 'Knowledge & Skills' as they require a relevant professional qualification but postholders may not have the practical experience of applying the skills obtained through study.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience such as the Wiltshire Leadership Programme Level 2
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent planning and organisational skills and the ability to prioritise and co-ordinate workloads of a team to achieve deadlines. Good knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of managing projects with service / organisational impact
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues. Research and resolve problems, provide advice and guidance to the team on processes and procedures. Participate in the research and development of systems, policies, procedures and / or standards within specialist area. Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.

	<p>Will be required to plan over a longer period (a year or more) and contribute to long term strategies.</p> <p>Lead initiatives to design and deliver improvements and transformation</p> <p>Manage projects, or contribute to larger organisation wide programmes</p>
Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>Make operational decisions and prioritise work for team members, monitoring quality and output.</p> <p>Make decisions developing, implementing, maintaining and managing complex systems, policies, procedures and / or standards within specialist area with organisation wide outcomes.</p> <p>Review the functionality of these in response to either internal or external drivers.</p> <p>The consequences of the decisions will have a material effect on the service.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records; by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile, as necessary.

ROLE DESCRIPTION

Role description:	Housing Customer Experience Manager	
Role profile family:	Manager	
Role profile number and grade:	MA11-2754	Grade: K
Number of posts:	1	
Number of staff managed:	4	
Service/Team:	Assets Directorate – Housing Management Service (HRA)	
Reports to:	System Engagement and Business Support Manager	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day-to-day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meeting take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function Context

The council has approximately 5,300 houses, flats, and sheltered schemes across Wiltshire that are looked after by the council's Housing Management Service (HRA). The service turnover is around £28m per year in rental collection and undertake over 15,000 repair jobs each year. As a social landlord, the council and its performance is subject to a high level of scrutiny from the Regulator of Social Housing that includes its requirement to meet stringent Consumer Standards. This requires the service to have a keen focus on tenant satisfaction and the overall customer experience, with our success being measured through various tenant engagement channels including the annual Tenant Satisfaction Measures survey.

The primary responsibility of this role is to lead on enhancing the quality and customer experience of the range of housing services provided to the council's tenants and residents.

The role will be responsible for developing our current systems, procedures and practices for all of our contacts and communications with our customers. It will also create and implement new and innovative ways of enhancing our customers' experience of our services, ensuring high levels of satisfaction and engagement. The role will be expected to test the performance of the service via 'mystery shopper' exercises and evaluate this and customer journeys through a systematic review of in-house inspections and data-driven information.

The role requires a proactive and empathetic person who can drive improvements in service delivery, manage resident feedback, and foster a culture of continuous improvement in our customer journey.

The role sits within the Housing Systems Engagement and Business Support team and reports directly to the System Engagement and Business Support Manager. The postholder will manage the Resident Engagement Team of 4 and will actively participate on all of the business areas that make up the whole Housing Management Service. will require a good understanding of social housing and the nuances of how a social housing landlord operates.

Job Purpose

Specific duties and responsibilities include:

- Develop and implement a comprehensive Customer Experience Strategy aligned with our organisational goals and Business Plan.
- Lead and manage the Resident Engagement team, providing guidance, training, and support to ensure high performance and professional development.
- Lead on initiatives to design and implement innovative methods of Resident Engagement and improvements to customer satisfaction and improve the reputation of the service.
- Act as the main point of contact for resident enquiries, complaints, and feedback, ensuring timely and effective resolution, and ensuring that our customers are appropriately well-informed.
- Identify challenges and areas of need amongst tenant groups and work collaboratively across the Housing Management Service, wider council and 3rd party groups to implement improvements to the health and wellbeing of those tenants.
- Conduct regular surveys, focus groups, and feedback sessions to gather resident insights and identify areas for improvement.
- Work closely with management team and Service Development Officers to meet compliance with the Regulator of Social Housing (RSH) Consumer Standards and find innovative ways to improve tenant satisfaction.
- Collaborate with other departments to ensure a seamless and cohesive service delivery across all aspects of the housing landlord service.
- Review and analyse customer feedback to develop actionable insights and recommendations for service enhancements.
- Monitor and report on key performance indicators (KPIs) related to customer satisfaction and experience.
- Identify, develop and maintain strong relationships with residents, community groups, and stakeholders.

- Implement and oversee initiatives that promote resident engagement and community building.
- Ensure compliance with all relevant regulations, policies, and standards related to customer service and social housing.
- Develop and promote the service to residents, stakeholders and corporate teams, ensuring an excellent service reputation and brand, through all communication channels.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to degree level or able to demonstrate significant experience of working within a similar role within a social housing landlord service.
- Level 4 in Management or equivalent experience.
- Expert knowledge of current issues affecting social housing landlords, relevant policies, legislation and regulatory guidelines.
- Proactive and self-motivated with a strong drive for improving the customer journey.
- Problem-solving mindset and the ability to think creatively to find innovative solutions.
- Collaborative team player with excellent interpersonal skills.
- High level of interpersonal and communication (verbal and written) skills, and the ability to be diplomatic, maintain confidentiality, and to mediate in disputes.
- Organised and detail-oriented with the ability to manage multiple tasks simultaneously.
- Commitment to the organisation's mission and values.
- Excellent presentation skills in a variety of styles to convey complex information in a format appropriate to the audience.
- Demonstrates a desire to achieve results and work to high standards.
- Good level of knowledge in Microsoft Office applications.
- Able to assimilate complex information and to write clear and concise reports.
- Excellent line management interpersonal skills

Desirable

- Knowledge and previous experience of public sector (or Registered Social Landlord) with an expert knowledge of housing.

- Knowledge of Housing best practice across all areas of Housing Management.
- Experience of working within a comparable local authority, housing association or large public sector organisation.
- Knowledge and understanding of housing landlord service standards and regulation
- Proven track record in enhancing customer experience.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have nine or less points on their driving license and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input checked="" type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>

<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

Safeguarding	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>