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| Role Title (External) | **Regional Customer Care Surveyor** | Directorate  | **Development** | Location(based) | **Twickenham, TW1 3RP** |
| Reports To | **Customer** **Care Manager** | Function / Team | **Customer Care** | Geographical Spread | **Twickenham and Southern Counties** |
| Direct Reports (Number) | **N/A** | Budget Sign-Off Approval Level | **N/A** | Suitable for Agile Working Options  |  **Yes** [ ]  **No** [ ]  |
| DBS Check Required |  **Yes** [ ]  **No** [x]  **If Yes for DBS check, which level is needed? Enter statement below as applicable.** | Driving LicenceInsurance check required |  **Yes** [ ]  **No** [ ]  **Yes** [ ]  **No** [ ]  |
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| **Overall Responsibility:** **To deliver excellent customer care and technical support services across the region including latent and other defect management, complaint resolution and property handovers to customers, helping all new homes to meet MTVH’s quality standards.** |
| **Key Responsibilities and Outcomes** |
| * From a customer perspective, undertake a final inspection and sign off of all newly constructed dwellings prior to handover.
* Provide customer care services for the region.
* To inspect defects and lead on repairs and warranty work. Plan and log details of pre-occupation surveys and home demonstrations.
* Support the team to comply with customer policies, processes and procedures.
* Support the production of regional KPI, customer satisfaction and performance information.
* Maintain records of properties in defects periods.
* Log and record data regarding latent defect.
* Provide technical and admin support to the customer care teams work.
* Customer app management
* Complaint liaison
* Customer liaison
* Document administration
* Insurance claims administration
* Investigate reported warranty and defect issues to determine any necessary remedial action (consulting with TVH’s Technical Manager/Delivery Manager/Project Manager as required).
* Establish and maintain pro-active personal relationships with customers, particularly where the number, or type, of issues and timescale of remedial work warrants closer management.
* Efficiently manage and prioritise customer issues, deliver reliable information to the customer in answer to queries, and at all times maintaining the highest levels of communication with the Customer.
* Provide accurate documentation regarding the reporting of defects (including complaints).
* Liaise with Contractors & House builders to ensure all reported defects are dealt with promptly, efficiently and to the satisfaction of the customer.
* Meet & greet new shared owners/tenants within 24 hours of the day they move into their new home, making them feel valued and giving them a point of contact for future reference.
* Lead and manage the day to day operation and functions of the Customer Service Team and provide support to ensure they perform effectively.

Investigate action and report on complaints regarding service levels, liaising with the customer and other departments as required and in accordance with agreed timescales. |
| **Personal Competencies** | **Skills / Experience / Knowledge** |
| * Ability to communicate at senior level in the organisation
* Ability to influence at all levels.
* Ability to lead
* Knowledge of the development process
* Knowledge of construction and construction related defects
* Knowledge of construction contract law and rights and responsibilities, including knowledge of defects liabilities
* Experience within a customer focused environment
 | * Excellent leadership skills
* Experience of working across large and diverse organisations.
* Ability to influence other senior leaders and external partners.
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