

Job Profile

Job Title	Customer Experience Manager - CSC		
Job Reference No.	HOMEJD922	Date of issue:	June 2026

The job in a **nutshell...**

Leading the way in making sure customers get the best experience when they report a repair. Using insight from complaints and feedback to shape how we work and help reduce repeat issues. Focussing on what matters to customers and use data to spot what needs improving.

Connecting contractors, colleagues and systems, making sure the full repairs journey feels easy and reliable for our customers.

What **success** will look like...

Our customer satisfaction scores improve over time because repair journeys feel smoother and more joined-up. This happens because you've helped fix the sticking points, shaped better processes and made it easier for people to get the help they need first time.

Complaint volumes drop and repeat issues are rare. When things do go wrong, they're picked up quickly and sorted with care. You spot patterns early, lead the learning, and shape practical changes that help us avoid similar problems in future.

Changes to the way we work are well planned, with the right people involved from the start. You make sure impacts on customers and colleagues are properly understood and managed, so updates land well and deliver the benefits they're meant to.

You use data and insight to guide decisions and show what's working. You track both the numbers and the stories behind them, combining feedback and facts to build a full picture. Your recommendations are always grounded in what's real.

New ideas move forward at the right pace. Small changes land quickly and make a difference. Bigger ones have the right checks in place to make sure they're sustainable. You make sure both types of change are managed clearly and shared in a way people can follow.

You build strong relationships with colleagues and contractor partners. These links help us stay connected, avoid confusion and solve problems together. Your way of working brings people in, keeps them informed and helps everyone focus on doing the right thing for customers.

Our systems and processes keep improving. You spot where things can be automated, made simpler, or more consistent. These changes help us respond faster, reduce hand-offs, and make it easier for customers to help themselves.

The wider team feels supported. You provide advice, tools and insight that help them manage their local areas well. People know what's expected, feel confident in their work, and are clear on how their part connects to the bigger picture.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have an eye for detail • Using and recording information accurately and timely • Uses performance information to drive improvements • Has the appropriate skills and experience	Experience • Strong experience of using data and insight to analyse performance, spot patterns and make evidence-based recommendations, particularly within a call centre environment • A sound understanding of customer service improvement, with experience influencing both internal and external partners
We unleash the potential of others • Support others to be the best they can be • Active listening to understand others' strengths, development areas and interests • Give others the confidence to want to try something new	Team leading • Experience managing a team or supporting others with setting workload, priorities and quality checks • Proven ability to deliver both quick wins and longer-term changes in a fast-moving environment, using structured methods and tools
We know how the world works and our place in it • Take ownership for understanding the external influences on Home Group and what our competitors are doing • Take responsibility for making sure your knowledge is up to date, read and listen to updates about our sector and internal communications • We work in partnership with our customers to shape future services, amplifying their voices.	Experience in sector • Experience within the housing sector

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Relevant change qualification or accreditation (such as Lean Six Sigma Green Belt) or significant experience delivering continuous improvement using tools such as PRINCE2, MSP, Agile or Lean Six Sigma

Experience supporting organisational change or service improvement projects

Experience using complaints insight to improve services and map better customer journeys

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No		
Manages People	Yes		
Travel	Occasional	Driving Essential	No
DBS	None		

