

Customer Experience Manager



Location:	Hybrid working with office and national site attendance required
Reporting to:	Director of Services
Contract:	Permanent, Subject to a six month probationary period
Salary Range:	€52,434 - €68,384
Hours:	37.5 hrs hours per week over 5 days
Leave:	26 days
Pension:	Available on completion of probation
Travel:	The post requires a valid driving license and the use of a car for business purposes. Expenses policy applicable
Head Office:	Phoenix House, Castle Street, Dublin 2

The Organisation: Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.

Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

The role:

The Customer Experience Manager will provide leadership and operational responsibility for delivering excellent customer service, engagement and insight. They will be responsible for tenant engagement, empowerment and involvement, ensuring tenant feedback influences service delivery and drives positive change. They will lead the Customer Services team, Tenant Engagement team and work collaboratively with all departments to provide quality housing and services and continuously seek ways of making improvements. They will work closely with the Management and Leadership teams to ensure the delivery of Circles key priorities and Strategy. The successful candidate will set objectives for their department and report on key deliverables to the Director of Services and Leadership team.

Key Responsibilities

Customer Services:

- Lead and manage delivery of a customer focussed front line service which puts tenants at the heart of service delivery. Ensure that all enquiries are dealt with effectively and efficiently, ensuring resolution at first point of contact wherever possible.
 - Ensure Circle VHA's Housing Management System is fully utilised.
 - Work with Corporate Team colleagues to develop and deliver self-service digital offers for tenants, ensuring current systems are utilised effectively and new technology and solutions are explored.
 - Develop policies, processes and guidelines that are reviewed and implemented ensuring that they comply with legislation, regulatory standards, good practice and drive action, positive decision making and enhances service delivery.
 - Ensure effective communication in plain language, both internally and externally, to ensure people are informed, engaged and find it easy to access our services, contact us and understand our information and the decisions we make.
 - Produce accurate and timely performance information and data, including information required for regulatory and statutory returns and implementing actions arising from internal and external audits as directed.
 - Analyse data, insight and business intelligence to identify areas for change, innovation and continual improvement.
 - Proactively address any escalated complaints appropriately responding effectively to feedback on services and work with Housing Insight and Policy colleagues to implement processes for learning, e.g. from insights.
 - Work in partnership with the Finance team and Director of Services to set budgets and proactively manages these.
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Tenant Engagement:

- Actively seek ways to engage tenants in shaping and influencing our services, seek and use feedback, including working positively to support our Tenant Advisory Group.
- Develop and implement a comprehensive Tenant Engagement Strategy and the implementation of a Customer Engagement Framework to ensure there are no barriers to communication and customers' voices are heard throughout the organisation including at Board level.
- Conduct regular meetings with tenants to gather feedback, address concerns, and provide updates. Coordinate and facilitate tenant meetings, workshops, and events to foster a sense of community and encourage open dialogue.
- Deliver a programme of tenant engagement that supports the delivery of Circle VHA's strategic objectives. Working across a range of functional teams, you will capture and feedback tenant insight across the organisation.
- Grow the numbers and diversity of engaged tenants and community groups across the Circle VHA neighbourhoods and maintain our engaged tenant database and track activities, monitoring against equality, diversity and inclusion criteria.
- Run co-production activities including focus groups and workshops (in person/online), tests and pilots, surveys and polls, telephone interviews, social media posts and events, making sure they are a positive, smooth experience for those who get involved.
- Lead and manage Tenant Engagement Officers and the Quality in Our Diversity project.
- Champion tenant engagement and empowerment across all teams to deliver outcome focused services. Support colleagues to identify the best format to gather insights, ensure tenant input into strategic decisions, as appropriate, and close the feedback loop on outcomes.

Repairs Service:

- Be responsible for the incoming repairs reports and report to the Repairs Manager with recommendations to address any concerns.
 - Co-ordinate Customer Services support to the Repairs and Assets team to ensure that Circle VHA meets its legal and statutory obligations for contracts.
 - Work in collaboration with the Repairs and Assets team to manage repairs and servicing.
 - Monitor and report on customer satisfaction feedback for the repairs service recommending and implementing proposals to address areas of underperformance.
 - Liaise with contractors and relevant authorities to coordinate access solutions and minimise disruption to tenants' lives.
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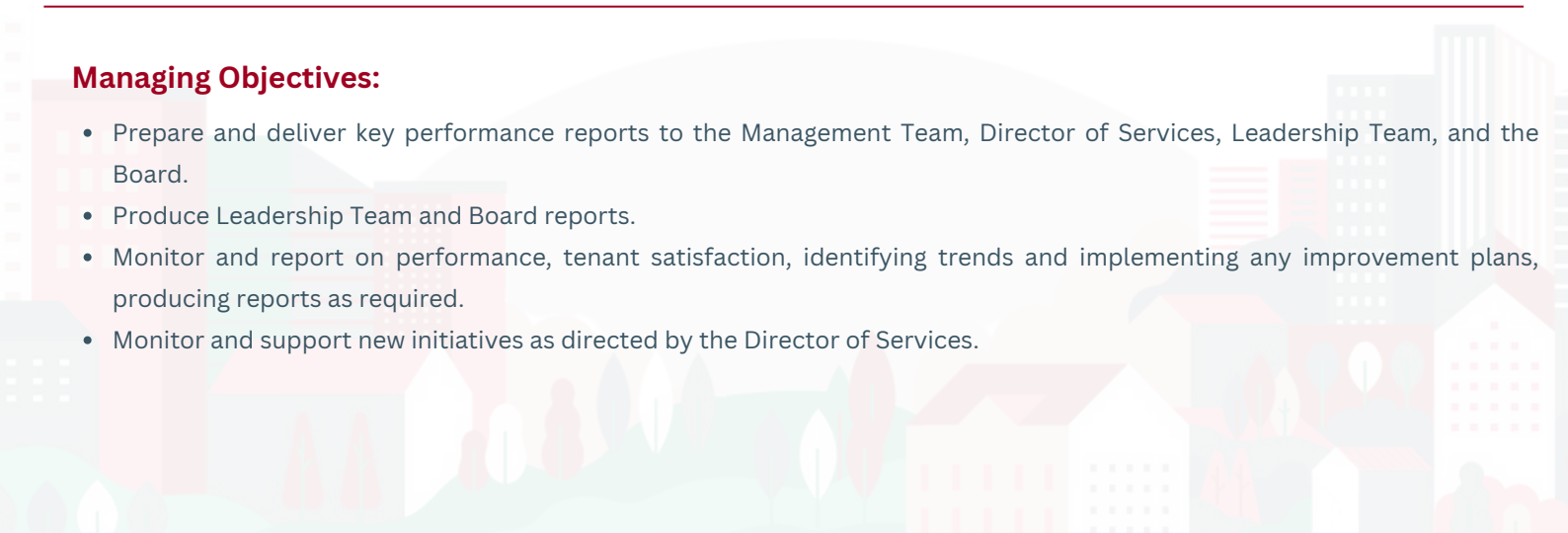
Team/People Management:

- Manage, support and supervise the Customer Services and Tenant Engagement teams on all matters related to Circle VHA, managed, leased and owned properties.
 - Provide guidance and support to customer services, repairs staff and contractors.
 - Work collaboratively with all teams to ensure seamless services to customers.
 - Lead in the recruitment, selection and induction of team and other staff as required.
 - Assess the training needs of the team and prepare annual individual training plans in consultation with HR.
 - Lead regular team meetings ensuring liaison where necessary, with the other teams/departments and other agencies.
 - Ensure that all staff carry out their functions timeously and accurately and communicate effectively with each other and other departments.
 - Plan and authorise annual leave of staff within the teams and initiate training as required.
 - Develop a culture where teams and colleagues are empowered to make the right decisions for tenants.
 - Provide consistent leadership and management to all direct reports, role modelling the Circle VHA values in all interactions and set a culture of high performance.
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Partnerships:

- Create and maintain relationships with all relevant bodies to ensure that a partnership approach is adopted.
 - Work collaboratively with all teams and colleagues to ensure systems and processes are in place to deliver a positive customer experience.
 - Ensure effective involvement and engagement of tenants and internal and external stakeholders in evaluation of current housing and design of future housing.
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Managing Objectives:

- Prepare and deliver key performance reports to the Management Team, Director of Services, Leadership Team, and the Board.
 - Produce Leadership Team and Board reports.
 - Monitor and report on performance, tenant satisfaction, identifying trends and implementing any improvement plans, producing reports as required.
 - Monitor and support new initiatives as directed by the Director of Services.
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General:

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans, team and individual targets, attend and positively contribute to meetings.
- Liaise with all teams as required to ensure the information is appropriately shared and that tenants receive a seamless service.
- Provide a high-quality, customer-centered service at all times.
- Carry out all duties observing Circle VHA's policies and procedures on health and safety, safeguarding, equality and diversity and data protection.
- Attend all organisational training.
- Provide cover for annual leave or sick leave for other team members.
- Represent Circle at tenant meetings, external events, board/committees meetings, court, tribunals and other events.
- Undertake any other duties that are reasonably commensurate with the level of this post.

Key Competencies

- Tenant engagement
- Customer care
- Delivering against agreed targets
- Team working and collaboration
- Data management & analysis
- Excellent time management skills
- IT skills [Word, Excel, PowerPoint]
- Communication Skills
- Brand Integrity
- Demonstrate Circle values



Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the below competencies.

Education and Work Experience	Essential	Desirable
Relevant housing, property, customer service, or business administrative qualification to degree level (or equivalent)	✓	
Working towards, or in possession of a relevant qualification (e.g. leadership, management, and customer service, or equivalent)		✓
Membership of the Chartered Institute of Housing with a Level 3 qualification or more		✓
2 years' experience managing, leading and motivating teams to achieve targets and continuous improvement in performance	✓	
2 -year min. experience of working in a customer service environment and delivering excellent customer care	✓	
Project management qualification		✓
Key Knowledge and Skills	Essential	Desirable
Demonstrable understanding of the social housing sector and understanding of the Residential Tenancies Board and relevant legislation	✓	
Accomplished in using CRM, customer contact technology and multi channel digital services	✓	
Experience designing, improving and automating systems and processes	✓	
Evidence of target setting jointly across departments, supported by evidence of resource planning to deliver front line services	✓	
Knowledge and experience of customer experience management tools, including customer journey mapping	✓	
Knowledge and understanding of repairs, and maintenance and associated services	✓	
Excellent organisational, time management and administrative skills and experience of creating and maintaining accurate and complex written and computerised records as well as collating and disseminating information	✓	
Ability to manage challenges positively and understand risks with a collaborative approach to find creative solutions	✓	
Excellent written and oral communication skills including report writing and the ability to effectively communicate key updates and decisions to all relevant staff	✓	
Financial control and budget management skills	✓	
MS Word, Excel, Outlook, PowerPoint and Visio and strong analytical and reporting skills	✓	
A second language/multi-lingual		✓

This job description is not restrictive and will be subject to periodic review.

Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



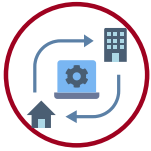
Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



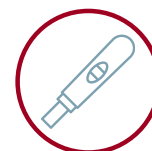
Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's*

