

JOB DESCRIPTION

JOB TITLE:	Customer Engagement Coordinator (Data)
GRADE:	7A
REPORTING TO:	Engagement Performance Team Leader
RESPONSIBLE FOR:	

ROLE SUMMARY

The Customer Engagement Coordinator (Data) will play a key role in developing and delivering a first class, responsive Engagement service that supports customers to shape and influence service delivery across believe housing.

The Customer Engagement Coordinator (Data) will support the development, implementation and review of a clear, client focussed performance management framework.

The Customer Engagement Coordinator (Data) will be responsible for ensuring that contact is made with customers through the random sampling and understanding of data and associated best practise.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities:

- Understand, analyse and manipulate customer contact data from QL to ensure effective random sampling of customers to allow effective customer engagement and feedback collection.
- To make informed decisions regarding workload, priorities and activities to ensure effective delivery of customer satisfaction activity within agreed timescales.
- Developing, maintaining and reviewing a programme of planned and ad-hoc customer satisfaction activity that ensures all analysis is undertaken effectively and to an exceptionally high standard that meets negotiated deadlines and service need.
- To provide the Engagement Team with correct and appropriate customer data in line with GDPR regulations to ensure that satisfaction surveys are conducted in a timely manner and within given deadlines.

- Develop, understand and manage data analysis systems to provide clear, effective analysis of satisfaction findings and trend data which influence service delivery and decision making within the organisation.
- You will play a key role in the development of our customer surveying offer to ensure that we can provide instantaneous, effective digital models of satisfaction monitoring to complement our face-to-face and telephone-based activity.
- Developing great relationships including holding regular information gathering sessions with service areas to understand service delivery, aspirations for satisfaction and ensure analysed data meets service needs.
- Ensure that timely and meaningful, user friendly, performance and monitoring analysis and data is given to commissioning service areas in an impactful and innovative reporting format that meets needs and business requirements.
- Work with commissioning service to understand how data, analysis and findings make decisions on future delivery of detail to ensure that services are empowered to actively shape service delivery following customer engagement.
- Develop internal and external relationships with stakeholders and partners to promote the service and develop collaborative working with other services and partners.
- Research both within and outside of the sector, recommend, develop, implement and regularly review a responsive digital transaction led method of engagement that allows services to immediately understand customer perceptions, experiences and aspirations of services to enable effective change and customer led decision making.
- Play an active role in the procurement of survey and data analysis systems that meet service need, including assisting in the monitoring of contracts.
- Develop, manage and maintain a creative and innovative approach to customer satisfaction whilst developing reports and data that has the potential to influence and lead to a positive impact on the lives of our customers and colleagues.
- Take responsibility for problem solving and the creation of solutions that consider the individual needs of the commissioning service.
- Work proactively with team members to ensure the service not only supports customers led decision making within believe housing, but also becomes recognised as an innovative and creative service that leads change across and outside of the sector.
- Attend appropriate meetings to represent the Engagement Performance Team Leader, in line with the responsibilities of the role.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with believe housing confidentiality and information security policies at all times. Understand and take action to protect the companies systems from a cyber security threat or attack and report any cyber security incident to the Technology Team as soon as possible.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	Level 4 qualification in a relevant field and/or two years relevant experience		<ul style="list-style-type: none"> ▪ Application form ▪ Selection process ▪ Pre-employment checks
Experience	<p>Experience of managing and undertaking customer engagement through surveying, satisfaction monitoring, focus groups and other activity</p> <p>Experience of producing timely and correct data for use in customer satisfaction monitoring</p> <p>Experience of understanding data and analysing data to produce clear and effective data sheets and reports that communicate messages in an effective manner</p> <p>Experience of working with others to deliver collaborative opportunities</p> <p>Hard working with strong attention to detail and well organised</p> <p>Experience of critical thinking and decision making with the confidence to challenge the ordinary</p>	Experience of customer engagement in a housing environment	<ul style="list-style-type: none"> ▪ Application form ▪ Selection process
Skills/knowledge	<p>Excellent communication skills with an ability to establish and maintain a high degree of confidentiality, respect, trust and credibility</p> <p>Knowledge and understanding of customer satisfaction monitoring techniques including data presentation and analytics</p>	<p>Knowledge and understanding of the Engagement agenda</p> <p>Knowledge and understanding of social housing</p>	<ul style="list-style-type: none"> ▪ Application form ▪ Selection process

Excellent data presentation and analytical skills with an ability to quickly understand and interpret data

Excellent relationship building and negotiation skills to promote benefits of the service to others and ensure that data collection and orientation meets the needs and aspirations of the commissioning service

Ability to effectively manage and develop key relationships with external partners

Ability to manage own workload, prioritise whilst managing tasks and time effectively

Ability to try new techniques and practices whilst challenging current delivery and improving overall service activity

Desire to learn and improve service delivery in partnership with all users and stakeholders

Exceptional IT skills, in particular when using spreadsheets and manipulating large amounts of data