

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Customer Relationship Manager	Grade:	PO5
Reports to:	Quality Assurance and Service Improvement Manager	Grade: SM1	
Directorate:	Quality and Investment	Section:	Repairs

Main Purpose of the job:

To lead and manage a customer-focused team of Customer Liaison officers that lead on resident engagement for the repairs service, ensuring the delivery of a professional and responsive experience.

Responsible for customer feedback including members enquiries, Stage 1, Stage 2, Ombudsman complaint responses.

Responsible for achieving service excellence through qualitative and quantitative KPIs, driving continuous improvement across the repairs service, and fostering strong customer relationships in line with Lewisham Council's standards.

Summary of Responsibilities and Personal Duties:

Lead the daily operations of the Customer Liaison officers, setting a high standard for customer service and ensuring alignment with Lewisham Council policies and values.

Monitor team performance against KPIs, coach and develop staff to meet targets whilst working out on site visiting complainants and carrying out engagement open days across out estates.

Investigate customer complaints, draft formal responses, and oversee aftercare including managing and tracking works and commitments to completion, to reduce escalations and improve satisfaction.

Support and deputise for the Quality assurance and service improvement manager in shaping service direction, developing innovative solutions, and implementing best practices.

Represent the team and Lewisham Council at internal and external meetings, promoting a positive image and collaborative working.

Prepare operational and performance reports, draft clear procedural documents, and contribute to corporate initiatives.

Carry out quality audits and create lessons learned report from all complaints to work closely with the Continuous Improvement Manager to drive consistent change and improvement across the service.

Regularly assess customer satisfaction, identify areas for improvement, react quickly to expressions of dissatisfaction and encourage early responsive resolution for residents and coordinate with other departments to enhance service delivery.

Identify training needs through quality checks, provide coaching and mentoring, and ensure staff are equipped to deliver excellent service.

Ensure adherence to the Housing Ombudsman Code and internal policies, maintaining high standards of service and accountability.

Monitor and manage staff absences, ensuring consistent coverage and timely communication of changes.

Foster a positive team culture through regular coaching, one-to-one meetings, and performance reviews.

Internal Contacts: All staff within Housing and Property Service and colleagues throughout the council, including cross-functional colleagues involved in collaborative service delivery, strategic planning, and operational support.

External Contacts: MP's, advice agencies, advisers, contractor's and their representatives, tenants and tenant organisations, residents associations and working parties, leaseholders, members of the public, relevant building professionals, consultants, legal advisors and other external agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

DBS Disclosure Required? YES

(Tick as appropriate – guidance available from your HR Advisor)

PERSON SPECIFICATION

JOB TITLE: Customer Relationship Manager

POST NO:

DEPARTMENT: Housing Services

GRADE: P05

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Knowledge:

Knowledge of repairs within housing services

Moderate understanding of systems, particularly related to Microsoft Packages

A strong understanding of complaints, including Ombudsman enquiries

Skills:

Interpersonal Customer Service Skills **S**

Coaching Skills

Leadership Skills **S**

Strong level of literacy

Multi-Tasking

Experience:

Experience within a complaint handling environment **S**

Experience within repairs sector ideally within the public sector **S**

Professional Qualification and Education:

Educated to GCSE grade A-C standard

Full UK driving license. **S**

IOSH Managing Safely.

Equality & Diversity:

Demonstrates commitment to equality and diversity in service delivery and employment.

Personal Qualities:

Analytical, Detail-oriented, Collaborative, Proactive.

DBS Disclosure Required

Basic

Standard

Enhanced