



## **ROLE PROFILE**

**Role Title:** Service Improvement Officer

**Service:** Housing Regulatory & Quality

**Directorate:** Transformation, Housing & Resources

**Accountable to:** Housing Insight & Performance Officer

**Grade:** Scale 6

**Car Category:** Casual

**Work Style:** Flexible Office Based Worker

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## **Purpose of role**

- To identify Housing service improvements arising from customer feedback and work with the relevant Service Managers and the Tenant Voice Manager to ensure the improvements are implemented.
- To review and co- ordinate improvements with Service Managers on policies, procedures and process so that service areas continually develop and deliver improvements, best practise and value for money.
- Promote and ensure delivery of continuous learning and improvements in relation to customer feedback and to promote and publicise the outcomes

## **Key Objectives**

1.	Co – ordinate, monitor and provide reports and information on customer feedback for Housing services received through all communication channels.
2.	To ensure learning and improvements that are identified through customer feedback are tracked through to completion and that outcomes are measured and reported back to customers.
3.	To support Managers to deliver service improvements and feed these back to individual customers who have made comment, suggestions, or complaints



4.	Liaise with the Customer engagement team to ensure that feedback and improvements for Housing is collated and can be reported to Senior Management and customers in a timely manner.
5.	Collect, and collate evidence of the impact of acting on feedback and making improvements eg for performance, costs, satisfaction and using case studies
6.	To produce reports and evidence of learning from feedback and contribute to the development of the annual report, publications and updates to the website.
7.	Develop learning and improvements alongside the Tenant Voice Manager to track changes and enhancements to service delivery through customer involvement, transparency, and feedback
8.	Work alongside Service Managers to review processes, policy and procedures linked to customer insight, and feedback from tenant engagement and scrutiny of services
9.	Contribute ideas to create efficiencies and improvements in customer facing and housing service policy and processes
10.	Identify themes and trends any systematic or single issue that gives rise to feedbacks. and carry out a deep dive review across each of the services with Service Managers where compliance and regulation issues are identified.
11.	Support Managers through local and corporate service review processes to deliver and drive wider improvements that are led by the organisation, customer engagement and collaborative working with service users and stakeholders
12.	Support Service Managers with enquiries, investigations, and findings to provide detailed investigations and draft responses to stage 1 and stage 2 complaints
13.	Design and carry out on- going reviews of Housing operational policy procedures and processes with Service Managers and Business transformation and change team to ensure changes are documented, updated and fit for purpose.
14.	Monitor, collate and publicise housing policy changes that have resulted from customer feedback and customer engagement.
15.	Identify improvements and learning to colleagues using Housing Ombudsman spotlight reports and outcomes and Local Government & Social Care Ombudsman decisions in addition to identifying sector wide best practise
16.	Provide guidance, support and coaching to improve customer satisfaction
17.	Monitor compliance with the recompense/compensation policy and process and ensure that this policy is reviewed, making recommendations for improvement



## **Scope**

The post holder will have a key role across Housing services in supporting and ensuring that all customer feedback is responded to and resolved effectively in accordance with Council policy and within the Housing Ombudsman Complaints Handling code.

The post holder will have a proactive customer focused approach to ensure that knowledge and insight received from customer feedback and involvement is tracked and used to improve services and deliver changes. In doing so, they will collate feedback, data on themes, trends and collate and recommend improvements.

They will work collaboratively across the whole organisation with the Customer Engagement team, Tenant Voice Manager and Housing Service Managers to recommend and develop changes to policy and procedures and to deliver improvements and outcomes; reporting on these and securing updates on the improvements, changes and outcomes.

## **Work Profile**

### **1. Strategy**

To lead on the learning, review and design of Housing service improvements linked to customer feedback, tenant scrutiny and involvement and best practise. Provide a contributory role in the development and implementation of changes to policy, process and procedures linked to emerging themes from tenant scrutiny/engagement and customer feedback..

### **2. Performance**

The post holder will support the Housing Insight & Performance Officer and Tenants Voice Manager to ensure that data, feedback and insight is used in ensuring that learning and improvements are implemented, monitored and reported on and improve the offer to Council tenants. They will take a supporting role in the delivery of key objectives, priorities and targets associated with continuous improvement. They will lead on monitoring and communicating performance and improvement outcomes for Housing linked to customer feedback.

They will recognise, communicate and mitigate any risks to the delivery of housing ombudsman code of conduct and housing regulatory and consumer standards.



### **3. Service Quality**

The post holder will ensure that the Council's image and reputation for excellent services and a listening organisation is reflected in the changes and improvements because of feedback and involvement. This will be through the delivery of improvement plans, positive challenge, and review of best practice. The postholder will ensure that the improvements to services demonstrate value for money, efficiencies and continual improvement driven by customer and data insight and customer feedback.

They will co- ordinate and oversee the quality and performance of outcomes from customer involvement and feedback and monitor that service improvements are delivered and fed back to the customer in a timely way

They will ensure that services comply with policy and process and that where these fail that improvements are implemented driven by best practise, and that service delivery changes led by the customer voice are implemented by the Service Manager.

### **4. Resource Management**

The post holder has no direct line management responsibility nor any budgetary responsibilities. They will report to the Housing Insight & Performance officer.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individual to undertake their role.

### **5. Supervision and Management**

The post holder has no direct line management responsibility.

### **6. Culture**

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.



## **7. Communications**

The post holder will closely liaise with our tenants, Housing Service Managers, the Tenant Voice Manager, the Customer engagement team, and across the Council and with other services and partners as appropriate, to ensure that the landlord functions and delivery of services respond effectively and efficiently to its customers.

They will promote the service through a demonstrable commitment to a high quality, and excellent standards.

They will co- ordinate detailed information, trends and improvement and reports as required of the Service Managers and the Customer Engagement team. Evidencing learning, improvements and outcomes detailing progress, risks to success and next steps.

The Postholder will also engage and communicate with customers working with the Tenant Voice Manager, the engagement structures, tenant scrutiny and with Elected Members.

## **8. Main Contacts Associated with Principal Duties**

The post holder will be in regular contact with their immediate team, Housing Regulatory and Quality Manager, Housing Insight and Performance Officer, Head of Service, Service Managers and their teams, across Council services and with partner agencies in order to develop improvements, process changes and report back on making a difference. They will also work closely with peers, partners and other external agencies to develop joined up approaches to service improvement and feedback.

Less regularly, they will be in contact with Corporate Directors, the Chief Operating Officer, and Human Resources.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

## **10. Risk Management**

The post holder will be responsible for clearly identifying risks relating to consumer standards, levels of customer service and where possible or



reasonable, to provide suggestions and recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

#### **11. Working conditions**

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

#### **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

#### **13. Customer Focus**

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the customer experience.

#### **14. Core Tasks**

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

#### **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

#### **16. Legislation**

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation, relevant codes of guidance together with Council policies and procedures



## **17. Training & Development**

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

## **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

## **19. Creativity**

The post holder is expected to generate ideas and best practise based on customer feedback, analysing themes, trends and systemic failures. They will suggest and implement improvement activities, to improve the customer experience of Housing services. They will be solutions-focused and able to work with different landlord service areas, use various engagement techniques and constructively challenging inefficient and ineffective approaches, policy's and processes that impact on the outcome for customers.

The post holder is required to ensure that improvements are based on the learning and that customers are fully engaged in the process in a creative way supported by the Tenant Voice Manager. The postholder will be required to ensure that improvements and changes to policy, process and procedures and changes to improve are recorded and reported internally and externally.

## **20. Decisions and Consequences**

The post holder will generate ideas and suggestions for consideration alongside the Service Managers. They will support the Housing service lead on the service changes and improvements based on the customer experience and feedback and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

## **21. Work Context**

The post holder will provide an outcome focused approach to improvement and changes linked to the wider Council plans. They will build on improvements to services using customer feedback and link in with the Housing Service Managers, Customer experience team and housing



engagement structures. They will ensure that customer involvement and insight will influence all changes to approach.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work. Some of the work will require working off site and in our homes





## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  <b>Technical knowledge and qualifications</b>	5 GCSE's grade A-C (or equivalent) including Maths and English	X		A
	CIH level 3 or willingness to work towards	X		A, I
	Proven experience of working in a customer focused environment	X		A, I,
	Excellent knowledge and use of IT systems including Microsoft office and Housing systems (input/retrieval of data & the use of databases)	X		A, I
	Experience and ability to carry out investigations, conduct enquiries and analyse findings from customer feedback and negotiate changes to services.	X		A, I, T
	Experience of reviewing policy process and procedures, developing new policy and process and implementing the improvements and changes.	X		A, I,



	Knowledge of the Social Housing Act, the Regulatory Consumer Standards and Housing Ombudsman Code/scheme	X		A, I
Planning and organising work	Can work under pressure to meet deadlines without losing customer focus	X		A, I,
	Take responsibility for own workload and deliver quality services paying attention to detail	X		A, I,
	Ability to meet targets and deadlines	X		A, I
Influencing and interpersonal skills	Excellent communication skills, written and verbal, with ability to listen and influence change	X		A, I, T
	Successful track record of developing and maintaining strong relationships across the business and with customers and partners	X		A, I
	Demonstrate a high level of motivation and resilience and have an inquisitive, constructive approach that seeks continuous improvement	X		A, I
	Ability to deal confidently with high level of direct contact with the public, service managers and service users	X		A, I



<b>PROBLEM-SOLVING</b>  <b>Using initiative to overcome problems</b>	<p>Demonstrates good judgement and considered decision making</p> <p>Demonstrate a strong creative and innovative approach for problem solving and an ability to identify solutions</p> <p>Ability to think critically analyse, and review feedback to monitor, develop and improve services</p>	<p>X</p> <p>X</p> <p>X</p>		<p>A, I, T</p> <p>A, I</p> <p>A, I</p>
<b>Managing risk</b>	Ability to consider, assess and mitigate risks associated with compliance, regulation and consumer standards for Housing delivery.	X		A, I
<b>Managing change</b>	<p>Ability to promote change in a positive manner to others</p> <p>Able to manage change and identify benefits of innovative ways of working</p>	<p>X</p> <p>X</p>		<p>A, I</p> <p>A, I</p>
<b>ACCOUNTABILITY and RESPONSIBILITY</b>  <b>Undertakes tasks without supervision</b>	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
<b>Other</b>	<p>Commitment to Equality</p> <p>Commitment to Health &amp; Safety</p>	<p>X</p> <p>X</p>		<p>I</p> <p>I</p>



	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		<b>A, I</b>

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

<i>Jane Maguire</i>		
Signed Line Manager	Signed Head of Service	02/08/2023
Jane Maguire		
Print Line Manager	Print Head of Service	Date