

Projects and Customer Feedback Team Leader



Within the **Neighbourhoods and Support Service**

SALARY

Between £29,636 and £33,799

RESPONSIBLE FOR

Project Officer, Policy and Research Officer, Customer Feedback Officer x3

RESPONSIBLE TO

Rehousing and Projects Manager

CORE PURPOSE

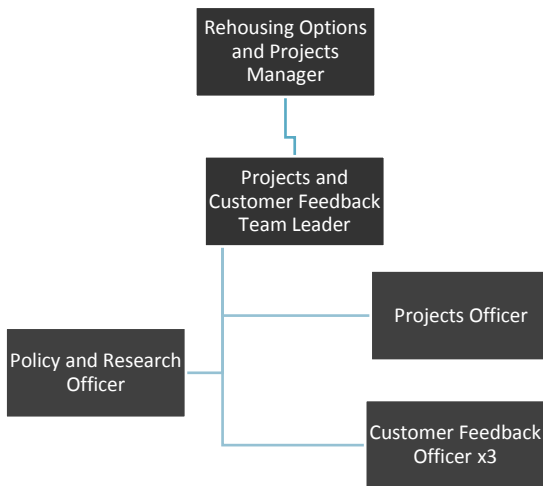
To drive improvement and innovation within the Neighbourhoods and Support directorate.

The Projects and Customer Feedback Team Leader is responsible for driving forward change within the Neighbourhoods and Support Directorate, with a wide-ranging service improvement remit.

Applying strong project management skills and the ability to master a brief, the Team Leader will need to work collaboratively with a range of colleagues and partners to implement new ways of working and ensure continuous improvement.

With a strong focus on the digitalisation of services, the post holder will be the lead on IT within the Directorate, working strategically and practically to develop, deliver and implement systems to support improved customer service and efficiencies.

Performance management is a further central element of the role, questioning, challenging and supporting colleagues to use data and customer feedback in an insightful way to maximise outcomes.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

24 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



Choose an item.

Access learning and development opportunities to maximise your strengths and utilise your talents



Choose an item.

Spend up to four hours a month undertaking voluntary and community based activities



Choose an item.

The scheme allowing you to accrue credit which can be taken as additional leave

RESPONSIBILITIES *the Projects and Customer Feedback Team Leader will...*

- ✓ Lead a focussed and motivated team to deliver support and challenge to the Neighbourhoods and Support directorate
- ✓ Use specialist knowledge to understand and interpret legal policy requirements for Neighbourhoods and Support
- ✓ Drive service improvement across Neighbourhoods and Support ensuring business processes are fit for purpose, effective, and take advantage of new innovative opportunities
- ✓ Work with managers, other SHG teams and other organisations to develop and deliver procedural training, ensuring it is appropriate, relevant and engaging
- ✓ Work with key managers across the organisation to ensure policies, procedures and risk assessments are effective and implemented correctly to ensure excellent service delivery.
- ✓ Lead the coordination of performance data for the directorate, providing challenge and scrutiny to ensure that data is accurate, informative and challenging for teams, driving quality services and continuous improvement
- ✓ Lead the collection, scrutiny and analysis of internal and external data providing teams and senior management with updates, advice, reports, recommendations and forecasting data
- ✓ Lead on IT for the directorate, championing the scoping, development and implementation of new systems, providing training and evaluation to drive continuous improvement
- ✓ Lead on and support managers with service specific accreditations and audits to improve services and processes ensuring excellent service delivery for customers
- ✓ Support managers with the drafting and delivery of strategies, directorate and service plans contributing to the implementation of high quality services
- ✓ Lead on customer feedback bringing about service improvements and excellent performance across all directorates

STRENGTHS *the Projects and Customer Feedback Team Leader will deliver key responsibilities by...*

- ✓ Visualising the future and identifying new opportunities
- ✓ Being purposeful, decisive, independent and imaginative
- ✓ Taking responsibility for achieving excellence
- ✓ Being resilient and determined to overcome barriers to business and strategic service improvement
- ✓ Taking a methodical, thoughtful and conscientious approach
- ✓ Identifying and taking responsibility for problems that others miss
- ✓ Being customer focused learning from all customer feedback
- ✓ Building and maintaining strong networks and rapport with internal, external customers and stakeholders
- ✓ Presenting ideas and information in a way that engages people and empowers them to achieve
- ✓ Being enthusiastic, motivating and energising people around them
- ✓ Having the flexibility to deliver multiple tasks or projects simultaneously, whilst giving clear leadership and direction to others
- ✓ Providing inspirational leadership by engaging colleagues in interesting and dynamic ways, reinforcing positive behaviours and challenging negativity

REQUIREMENTS *the Projects and Customer Feedback Team Leader must have...*

- ✓ Demonstrate they are educated to a high standard
- ✓ Bring professional knowledge of the social housing sector and the associated issues and relevant legislation
- ✓ Be able to use exceptional written and verbal communication skills to radiate enthusiasm and drive for projects
- ✓ Demonstrate a track record of innovation and resilience, taking advantage of new opportunities and adapting to changes without compromising on delivery of excellent outcomes
- ✓ Be resilient and determined to overcome barriers to business and strategic service improvement
- ✓ Interpret information and make reasonable business decisions and recommendations understanding the overall business context
- ✓ Show strong attention to detail, especially in written work such as reporting and evaluation of performance
- ✓ Demonstrate experience of leading a team to deliver efficient and excellent services. Have experience of successfully managing and achieving high levels of engagement with staff teams

VALUES *the Projects and Customer Feedback Team Leader will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional

