

Job title: Homeownership Support Hub Manager

Line manager: Head of Homeownership Support Hub

Grade (if applicable):

Direct reports: HO Advisors x 7



Role purpose:

To lead your hybrid team of Homeownership Advisors in delivering expert frontline advice and support to our portfolio of Freeholders, Leaseholders and Shared Owners. Assist in developing the team capability to maximise first-contact resolution across all channels (whether by phone, email or webform) whilst ensuring complex and specialist queries are efficiently triaged to relevant experts across the organisation. Help to embed a culture of proactive engagement and driving measurable improvements in homeowner satisfaction through service excellence.

For context the team is expected to receive over 100,000 calls and 86,000 emails each year.

Key results:

- Lead and inspire a high-performing resilient team of Homeownership Advisors. Use your leadership skills to instil a high-performance mindset and cultivate a culture of continuous improvement with residents at the centre of service delivery.
- To recruit, manage and appraise employees thereby ensuring the provision of an effective, efficient and well-motivated team.
- To establish and implement effective working arrangements & practices to ensure a consistent level of service delivery.
- To work with the other Managers to ensure that cover is maintained so that residents receive a consistently high standard of service.
- To assist the Head of Homeownership Support Hub in developing training and ensure consistent and relevant information and training (including IT systems, organisational policies and procedures) is provided to your team of HO Advisors. Keep your own knowledge up-to-date in order that any procedural changes are implemented consistently across the whole team.
- Drive a culture within your team of responding to residents at first point of contact and ensure your team meet all KPIs and targets set for them. Support the Head of Homeownership Support Hub in increasing the range of issues that the team can respond to and drive continuous improvements.
- Be accountable for your team delivering improvements in homeownership satisfaction, particularly in the areas of responsiveness to queries, general communications and ease of contact.
- Collaborate with key stakeholders in other teams to ensure the service evolves as the business changes and ensure that enhancements in the contact centre are reflected in the Homeownership Support Hub.

Success metrics:

- Your team demonstrates broad and in-depth expertise across all homeownership products and issues, with increased first-contact resolution rates year-on-year.
- The training, procedures and knowledge bank for the team is constantly evolving in reaction to business changes.
- Homeownership satisfaction shows a year-on-year increase in the areas of responsiveness to queries and ease of contact.
- The number of cases responded to at first point of contact shows a year-on-year increase and all KPIs and performance measures for your team are met or exceeded.

Version Date:

Signed off by:

- The Homeownership Support Hub runs smoothly and provides a consistent level of service to homeowners and colleagues despite peaks in workload at certain times of the year.
- Your team are engaged and motivated and eager to learn new information that will help to deliver a better service.

About you:

You will be:

- A confident and experienced leader who can demonstrate their skills at leading through change. You will know what it takes to motivate a hybrid team to achieve a high level of performance and taking effective remedial action where targets are not met.
- An excellent communicator with the ability to interpret complex matters to a wide variety of audiences including your team, homeowners and colleagues.
- Calm under pressure and build credibility and respect with internal and external stakeholders.
- A self-starter who is committed to improving their skills and the skills of the team.

You will have:

- A proven track record of delivering systems, process and customer service improvements in a fast-paced and high-volume environment.
- A proven track record of delivering improvements in performance and meeting or exceeding targets and KPIs.
- A relevant qualification such as The Property Institute level 4 and/or relevant experience.