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| **Job title:**  | Customer Aftercare Technical Inspector |
| **Department:**  | Customer Aftercare |
| **Responsible to:**  | Customer Aftercare Manager |
| **Responsible for:**  | Customer Aftercare Technicians |

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| **Job Purpose:**  |
| Responsible to the Regional Customer Aftercare Manager, providing technical advice and support to the Customer Aftercare Advisors and Technicians. Undertaking customer visits and compiling inspection reports. Line management of the Customer Aftercare Technicians; 1-2-1’s and Quality observations. Work closely with Group Operations to identify trends and opportunities to improve our product and service. Focus on the importance of Health and Safety and lead by example, addressing any concerns or issues.  |

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| **Main Duties and Responsibilities:** 1. **Monitoring and improve levels of Customer Service delivery**
* Working with the Customer Aftercare team to identify areas of improvement in the current customer services systems and processes
* Understand the current levels of service offered and identify trends or areas where improvements can be made
* Work with other departments to make the improvements identified and ensure they are embedded into how we do business
* Look outside of the house building industry for examples of how we can offer excellent customer service and implement those best practice ideas best suited to Story Homes
1. **Data gathering and influencing of Customer Service KPI’s**
* Gather data and monitor trends relating to customer contact points
* Developing and implementing an internal audit / inspection to gather real time information and feedback on the service being delivered to our customers
* Use the outcome of the data and information gathered to suggest areas of improvement in the Customer Aftercare cycle
1. **Identify and implement opportunities to design quality assurance into our processes**
* To review our current customer service processes to identify opportunities to build QA into the process as opposed to quality checking at the end of the process
* To design those quality assurance tools and measures in conjunction with the wider business
* To implement and embed the quality assurance processes and tools monitoring take up and the impact of the changes
1. **Support the development of Customer Aftercare and site teams with the developments and changes to Customer Aftercare processes**
* Working with the teams to train our, implement and embed improvements and new methods of working
* Support and coach staff to ensure they are competent with new systems and processes associated with quality assurance
1. **Manage and develop performance of the team**
* Demonstrate role model behaviours in line with the Aspire framework
* Provide timely and effective feedback
* Coach and develop the wider team
* Manage and monitor the performance and outputs
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| **Key Attributes** | Core:* Good working knowledge of regulatory and legislative requirements for on-site working
* Ability to manage people and performance of others
* Excellent communication skills
* Flexible and versatile
* Significant knowledge of health and safety obligations for self and others
* Full driving licence
* Ability to work on own initiative and as part of a team
* Good IT skills
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| Desirable: |
| **Qualifications/****Experience** | Core:* Extensive experience of working the house building industry
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| Desirable: |

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| **I confirm I have read and understood my job description.** |
| Employee Name |  | Date |  |
| Employee Signature |  | Date |  |
| Line Manager Signature |  | Date |  |

I*t is a requirement of Story Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.*