

Job Description and Person Specification

Role: Resident Experience Manager



Job Description

Job Title	Resident Experience Manager
Grade	9
Service	Customer Services
Reports to	Resident Experience Lead
Location	City Wide
Job Evaluation Code	A6121



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. Manage the Resident Experience team, supporting the delivery of the Customer Service Strategy, managing the 'Voice of the Customer' operation, capturing and responding to the views of service users, taking action to correct situations to the customers advantage (where feasible). Contribute to the development of a programme of change based on user insights.
2. Line-manage a multi-layered team of Resident Experience Officers and Resident Experience Designers.
3. Develop and manage the testing of the user experience using mystery shopping, quality assurance assessments, and the production of service-based performance data. Addressing any concerns with stakeholders across the organisation and highlighting/celebrating exceptional service delivery
4. Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery.
5. Support the Resident Experience Lead, to drive change and continual improvement to ensure the achievement of performance objectives and support colleagues to embrace new ways of working.
6. Support the Resident Experience Lead to manage the Potential Violent People policy and register
7. Collaborate with the Service Recovery team to promote a culture where the resident is at the heart of everything it does and adopting a continuous improvement approach.
8. Work with leaders across the organisation to promote and implement the Voice of the Customer initiative.

Main Duties & Key Accountabilities

Core Knowledge

1. Demonstrate effective leadership

Under the direction of the Resident Experience Lead (REL),
Manage the day-to-day management of the Resident Experience team.

In collaboration with the REL, manage and deliver the 'Voice of the Customer' initiative on behalf of the organisation; engaging and agreeing with services to deliver a programme of change based on user insight.

Determine appropriate measures of performance, both qualitative and quantitative, reflecting channel, service and resident experience.

Challenge practices or issues that directly affect the performance that is delivered to the resident.

To support REL to build, maintain and promote effective working relationships across organisational and sector boundaries including residents.:

- Make REL aware of any current issues / communications.
- Share escalation feedback about specific practices or problems.
- Suggest considerations for process improvement activity.

Lead and motivate your teams and direct reports:

- Prepare for and engage in regular 121 activity (review performance stats, check quality of output, mandatory training, annual leave, flexi amount, review outstanding actions and gather feedback)
- Undertake supportive 'Return to Work' activity as soon as practically possible.
- Seek appropriate HR/Occupational Health advice and support for your people; Ensure your REL is aware of any major concerns of well-being.
- Encourage team engagement with regular meetings for all teams, guidance /service updates, deliver corporate messages and set focus until next meeting.
- Ensure that all individuals are heard and encouraged to engage.

2. Focus on Performance

Actively promote a positive, forward looking, results orientated and resident focused culture.

Under direction of Resident Experience Lead, manage the day-to-day management of the Resident Experience Advisors and Designers, encompassing informal complaint resolution, testing the resident experience, designing new processes that improve the Resident Experience.

Actively promote Coventry Connects and deliver the outcomes of the 'Voice of the Customer' initiative to improve the resident experience when accessing services.

Data driven analysis to identify resident pain points and engage with service areas at the earliest opportunity with change proposals.

Ensure there is defined success criteria to measure Resident Experience improvements and share outcomes with the organisations.

Create and manage the roadmap of work for the Resident Experience teams, ensure that resources are allocated appropriately including cross organisational resources that are supporting work streams.

Create and manage data dashboards that display the outcome of improvements measured against defined success criteria.

3. General principles for all

Develop own knowledge of Resident Experience design processes, seeking out emerging trends and best practise for Local Authorities.

Ensure working environments are compliant with H&S requirements, conduct near-miss reporting and PVP reporting / investigations.

Engage with building users and residents as necessary to ensure effective delivery of service.

Deputise for the REL and fellow Managers as requested including managers across Customer Services and covering closure of the Customer Service Centre on a rota basis.

Undertake the duties of reporting roles as required.

Lead and manage recruitment into the area following councils process including supporting wider Customer Services recruitment.

- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Residents Voluntary sector partners Service/System Providers	Resident Experience Lead Service Recovery Manager Senior Leadership across the organisation Customer Service Managers Resident Experience Designers Digital Inclusion Team Stakeholders Direct Reports Transformation Programme Managers

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Resident Experience Designers – Grade 8

Resident Experience Advisors – Grade 4

Person specification

Job Evaluation Code	
Knowledge	
Current issues and priorities facing the Local Government and an understanding of Local Authority decision-making processes.	
How to establish effective relationships at all levels to gain the trust and credibility.	
Customer Experience models and principles including redesigning the Customer Journey	
How to utilise data to inform service design and to measure success criteria	
How to establish effective relationships at all levels to gain the trust and credibility.	
How to lead and motivate staff in a customer service environment	
Understanding of performance management techniques and measures	
Skills and Abilities	
Ability to drive high standards creative to seek out and introduce best practice	
Ability to develop and promote customer focussed solutions	
Building effective relationships internally and externally.	
Confident in own decision making, even when the best option is not immediately obvious.	
Uses data and analysis to inform decisions	
Strong communication skills – able to interact at all levels with ease	
Proven negotiation and strong influencing skills	
Confident in presentation and public speaking arena	
Ability to work as part of a team, developing, maintaining constructive working relationships	
Experience	
Translating strategic vision into team outputs and leading a unified response	

Significant experience of managing a multi-skilled team with a range of activities, deadlines and commitments
Managing the delivery of high performance through people
Experience of successfully introducing new ways of working that had measured success criteria
Qualifications
<p>Degree in one of the following disciplines:</p> <ul style="list-style-type: none"> • Business / Programme Management • Public Sector Management <p>Or</p> <ul style="list-style-type: none"> • Relevant expert knowledge e.g. Service Design models
Special Requirements

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