

TAFF

We deliver great homes and services
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff, and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

Our Values

We inspire
Trust



We are
Ambitious



We are always
Learning



We are
Kind





Advert

Delivering a great service to our customers is an organisational priority. We can only deliver great services if we listen and learn from our customers. If you want to be at the centre of our service design and delivery, our new Customer Experience Partner role may be for you!

We are looking for someone who can understand and interpret the customer experience through all the contact points we have, and through this insight, help us improve our services.

You'll work with departmental heads to demonstrate where positive change can be delivered, as well as clearly demonstrate to the Executive team, Board and Stakeholders how customers influence the design and standard of service we offer. You'll be comfortable using and analysing data, be a great communicator, and be passionate about our work.

At Taff, our values of Trust, Ambition, Learning, and Kindness are central to all our work. We support all our colleagues to flourish, and we take pride in the work we do.

You can also find out more about this role by having an informal chat with our Executive Director of People and Places, Joshua Dowdall, at Joshua.Dowdall@taffhousing.co.uk.

THE ROLE

Role title: Customer Experience Partner

Responsible to: Executive Director People and Places

Responsible for: Tenant Engagement Assistant/Decarb Engagement Officer

Team: Tenant Engagement

What you'll do...

Leading a small team, you'll focus on the experience customers have of receiving services. You will gather insight and intelligence on the quality and standards of the services we deliver and how they are received. Through this process, you will be expected to identify areas for improvement and work with service leaders to implement positive change. You will ensure we can clearly link these improvements to customer insight and engagement and be able to demonstrate how we deliver against our Tenant Engagement Strategy.

What you will be responsible for?

- Continually reviewing and implementing effective methods of gathering customer insight, ensuring every customer contact counts.
- Improving and using the data we hold about our customers to guide our understanding of our service and how it can be delivered effectively.
- Devising and maintaining an effective approach to collecting and analysing customer satisfaction on a transactional and perceptual basis across all areas of service delivery.
- Work with service leads and tenants to devise 'customer-led' performance indicators across key service areas.
- Interpreting our complaint data on a thematic basis and consider and recommend areas for effective learning.
- Engaging directly with complainants to learn where we can improve.
- Seek out best practice within and beyond the housing sector to ensure we develop our understanding of customer intelligence and insight.
- Develop and maintain our approach to utilising direct engagement through our tenant groups and community-based pop-up programme.
- Deliver against the aims and objectives of our Tenant Engagement and Customer Experience strategies.

- Demonstrate we comply with our regulatory requirements relating to tenant engagement.
- Evidencing that the tenant voice is clear in our strategic and operational decision-making processes.
- Report to the Executive and Board on matters relating to tenant engagement and customer insight, and act as an expert advisor in this area.
- Work closely with service leads and heads of service to identify opportunities for collecting insight into the customer experience and delivering service improvements.
- Collaborate with other housing associations and national bodies at a strategic level.
- Harness digital options and technology in the pursuit of the role's aims.

THE PERSON

Essential Skills, Experience and Qualifications:

- An excellent communicator
- Confident using new technology and systems
- Excellent written and presentation skills with the ability to tailor your approach as required.
- Ability to be a self-starter, excellent at using your own, open to new ideas, and ability to use initiative to find creative solutions to any challenge.
- Confident using all general Microsoft Office systems, and ability to prepare and present reports.
- Comfortable working with and interpreting large amounts of data to form conclusions.
- Good knowledge of the principles of customer insight and experience interpretation.
- Good knowledge of Tenant and/or Customer Insight.
- Previous experience working with a diverse customer group.
- Knowledge of safeguarding, health and safety, and data protection
- A commitment to the values of the organisation

Desirable

- Be fluent in a relevant community language other than English.
- Educated to Degree level or equivalent.
- Relevant qualification or accreditation in Customer Experience or Insights

We'd also need you to:

- Digitally savvy, able to use Taff's latest technology / kit.
- Comfortable to work in an agile environment, with a focus on 'getting the job done'.
- Actively anti racist and ready to play your part in tackling discrimination and prejudice not just for our customers, but our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture.

We ask all Taff employees to...

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

CONDITIONS OF SERVICE

Salary: £40,544 per annum

Contract type: Permanent

Working Week: 35 hours a week between Monday - Friday

Location: We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Head Office at Alex House, Canton, Cardiff CF5 1JD.

Colleague Benefits:

- ▶ 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)
- ▶ 4 extra concessionary days and public bank holidays.
- ▶ Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- ▶ Enhanced sick and maternity pay
- ▶ Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- ▶ Permanent Health Insurance through Canada Life.
- ▶ 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- ▶ Employee Assistance Programme through LifeWorks
- ▶ Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

Checks: Basic DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

To apply for this post please send your CV to careers@taffhousing.co.uk stating the job reference number. Please also ensure you complete the [Equal Opportunities Form](#) by [clicking here](#).

Closing date: Friday 20th September 2024 at 9am

Interview date: Friday 27th September 2024