Red Kite Community Housing

@redkitehousing

Contact Centre Manager

Job Description

Pod: Relationship

Stem: Contact Centre

Reports to: Head of Relationships

Direct reports: Senior Relationship Advisors



Red Kite's Expectations

At Red Kite we don't just work for our customers, we work with them. That's one of the reasons why we believe that building and sustaining great relationships with our customers is paramount to our future success.

From managing and improving the use of our software, designing and reviewing policies and procedures, motivating and managing staff, right through to being our operational lead on Customer Relationship Management and the introduction of and continual development of our CRM system, this role has full management responsibility for our multi-channel contact centre. Whatever method a customer uses to contact us in our head office – from snail mail through to mobile apps and video calls – this team is our centre of customer service experts tasked with providing advice on all things Red Kite, as well as helping people to help themselves.

As the manager, you will need to empower and inspire your Senior Relationship Advisors and in turn all the Advisors within the wider team to achieve success together. We're looking to build something truly unique in the housing sector so to be right for this role you will need to be highly organised, able to prioritise and successfully delegate, be outcome focussed and a fantastic people manager. On top of this you'll need to have a good knowledge of CRM systems, unified communications and value continuous improvement.

Key Responsibilities

- Manage and motivate a team of staff including two seniors, to deliver a consistently high-quality service to customers through every channel.
- Ensure that your team has access to the knowledge they require to successfully manage all types of customer enquiries.
- Work with your fellow managers to continuously improve the customer journey and reduce staff and customer effort for all demand types and enquiries.
- Use your own knowledge of the contact centre industry and management techniques to help improve services and reduce failure demand.
- Be our operational lead for all things CRM (Customer Relationship Management).
- Review, improve and as required introduce new unified communications software that supports your team to provide services through all channels.
- Work with your peers and your staff to embed a 'self-serve by default' approach.
- Provide a supported service to customers to help them identify the answers needed when self-service on their own is not possible.
- Help your staff and our customers to make better use of technology and support the introduction of new channels of communication to encourage channel shift.
- Make sure that our tenants and leaseholders inspire the design, delivery and outcome of everything we do.
- Help to ensure our vision and values influence every aspect of our business.
- Providing direction to and mentoring the contact centre, primarily through your Senior Relationship Advisors but also the wider team, working on matters such as repairs, ASB, low-level arrears and other enquiries across all contact methods.

- Overall responsibility for the contact centre including team performance, morale, development, training, absence, sickness, capability and cost.
- Supporting change at the front line to improve the customer journey by valuing feedback and using it to improve our services.
- Forward planning of resources to ensure we can meet the demands of our customers now and in the future, when and how they need us, identifying changes as required and reporting recommendations to the Head of Relationships.
- Motivating your team and the wider Relationship Pod to embody our values and deliver services in line with our competencies, behaviour charter and service standards.
- Getting the best from our use of IT, using insight to ensure your team has the tools they need to be a success.
- Working with your management peers to continuously develop our services.
- Owning the relationship and contract with our out-of-hours telephony provider.
- Being the ‘go to’ person, adapting our services as required to provide the best outcomes for our customers and the organisation.
- Building and maintaining excellent working relationships with existing and new partners to improve the services we provide.
- Regularly reporting the performance of your team to various stakeholders, including senior management and our customers, and actively seeking out insight to inform and direct positive change.
- Encouraging your staff to help our customers explore the benefits of getting involved at Red Kite, through promoting membership and becoming a volunteer.
- Support and manage the identification of risks for the service area, ensuring the effective assessment, and management of operational risks.
- Responsible for managing and developing people within the service area, including setting clear expectations, addressing conduct concerns, supporting performance and development, fostering an inclusive and engaging culture, and ensuring colleagues are equipped and motivated to deliver high-quality services aligned to Red Kites values and behaviours.

Our essentials

- Experience of end-to-end management responsibility for a small–medium sized multi-channel contact centre.
- Evidence of strong coaching and people management skills, including performance management processes.
- Commercially minded with a curiosity to improve things for our customers.
- Experience in CRM systems with an ability to improve and implement technology to improve services and staff performance.
- Ability to build and maintain excellent working relationships with partners, colleagues and customers proactively.
- Someone who can handle pressure well, prioritise conflicting tasks and delegate when necessary.

- An expert in customer contact who knows how to use customer insight, external information and risk analysis to build bespoke relationships with customers.
- Our operational expert in CRM and Unified Communications.
- Someone approachable, motivational and able to achieve both short- and long-term objectives.
- Highly organised, striving for the best service while ensuring Value for Money.
- Able to deliver quality outcomes through performance management, coaching and mentoring.
- A strong manager and team player who works positively and flexibly in line with our values.
- Customer-focused, results-driven, supportive of decisions, and willing to challenge and champion improvements.
- Strong reporting skills with the ability to analyse performance and customer data to identify trends and propose improvements.
- Excellent written and verbal communication skills.

Added extras

- Experience in Social Housing would be advantageous but not essential.

Qualifications, Skills & Experience

- Be at ease working with peers, senior management and the Board as confidently as with your own team.
- Never settle for mediocrity; continuously improving services, team performance and your own development.
- Be the operational expert in CRM and Unified Communications, creating a successful contact centre that monitors risk, encourages self-service and provides consistently high-quality services.
- Be a natural motivator, coaching and mentoring staff to achieve successful outcomes.
- Have an infectious ‘can-do’ attitude, instilling confidence while remaining firm but fair.
- Be able to build and maintain excellent working relationships with partners, customers and key stakeholders.

General Responsibilities

This section outlines the broader responsibilities an organisational expectation what apply to all Red Kite employees, in addition to the role-specific requirements of the post.

a) **Tenant Focus -** Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
b) **Compliance and Regulatory Standards -** Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
c) **Safeguarding -** Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.
d) **Health and Safety -** Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.
e) **Equity, Diversity and Inclusion (EDI) -** Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
f) **Values and Behaviours -** Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
g) **Data Protection and Confidentiality -** Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
h) **Financial and Resource Responsibility -** Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
i) **Flexibility Clause -** Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
j) **Hybrid Working -** Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
k) **Commitment to Professional Development -** Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

This job description is subject to regular review and appropriate modification.