

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Principal Consultant – Customer Experience
<b>DEPARTMENT:</b>	Consultancy
<b>LINE MANAGER:</b>	Director of Consultancy
<b>LOCATION:</b>	Mix of homeworking and the Housemark Coventry Hub

**Note:** This post will involve some travel throughout the UK and the post holder will from time to time be required to stay away from home for short periods.

### MAIN PURPOSE OF POST

This role will use the skills and expertise gained from the housing sector to lead a key pillar of our consultancy services – Customer Experience.

The role demands someone with in-depth knowledge of the regulatory requirements for landlords to seek tenant and customer feedback and how this feedback should be analysed and used to support improvements in the quality of customer experience being delivered from housing services.

This understanding will support delivery of Housemark's new end-to-end service in delivering feedback surveys, analysis and recommendations as well as our wider service offering around customer engagement and the role of the customer voice in service improvement.

### Main Duties

#### 1. Customers

- Provide consultancy services and advice, e.g. business/process analysis, data strategy, data tools, customer (tenant) experience, service reviews
- Maintain a deep understanding of our customers and the social housing sector to provide expert advice to customers
- Help customers harness their data to unlock insight that drives their performance, continuous improvement and value-for-money
- Nurture important and sustainable customer relationships

#### 2. Service Delivery

- Deliver projects and engagements on time, within budget and to specified quality
- Ensure optimum customer experience by anticipating problems and resolving them swiftly
- Engage and support all Consultancy delivery management processes e.g. project initiation, budget management, time recording, project closure, etc.

### 3. Business Development

- Develop new consultancy offerings based on sector trends and market need
- Lead the scoping and pricing of consultancy projects/engagements
- Manage and co-ordinate relationships with third parties who can enhance our service offerings and project delivery for customers

### 4. Practice Management and Improvement

- Share customer intelligence and delivery best practices with the wider business that helps build a corporate understanding of the customer, the evolving needs of the sector, and informs Housemark's R&D programmes
- Contribute to the ongoing improvement of the Consultancy practice/team

### 5. Team and Team Development

- Provide coaching and mentoring for colleagues
- Mobilise colleagues for the tasks ahead and encourage cooperation

### Corporate responsibilities

1. Promote the Housemark brand, model and the Housemark values.
2. Work collaboratively and communicate effectively at all levels across Housemark, to ensure that all relevant teams are always apprised of the latest customer intel and are putting customers at the heart of our business.
3. Comply with the company's policies and procedures and to take reasonable care, to the best of their individual knowledge and ability.
4. Undertake any other duties that are consistent with Housemark's expectations for this level of post.

SIGNED: .....

DATE: .....

## Principal Consultant

### PERSON SPECIFICATION

#### QUALIFICATIONS

• Degree (or equivalent)	Desirable
• Professional qualification	Desirable
• Current valid driving licence	Essential

#### EXPERIENCE

• Experience of using qualitative and quantitative information to influence a range of stakeholders	Essential
• Knowledge of social housing regulation, policy and reporting compliance	Essential
• Experience of working in the social housing sector	Essential
• Knowledge of good practice in customer experience and customer journey mapping	Desirable
• Experience of scoping and delivering housing consultancy	Desirable
• Experience of managing customer relationships and growing accounts	Desirable

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#### THINKING

<b>Problem Analysis</b>	Accurately identifies problems, seeks pertinent data without bias, recognises important information, and identifies possible causes of problems.
<b>Customer Service</b>	Exceeds customer expectations by displaying a total commitment to identifying and providing solutions of the highest possible standards aimed at addressing customer needs, whilst factoring in Housemark's best interests.

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#### RELATING TO OTHERS

<b>Persuasive Oral Communication</b>	Expresses ideas or facts in a clear, succinct, and persuasive manner. Participates actively and convincingly in conversations, without dominating and by accurately synthesizing others' contributions. Uses active listening skills for the benefit of others, rather than listening simply to extract information or to confirm own ideas.
<b>Written Communication</b>	Ability to express ideas clearly in writing, with good grammar, spelling, and punctuation, to a level where documents do not require editing or review by another.
<b>Flexibility</b>	Ability to modify own behaviour and adopt a different style or approach in order to reach a goal, manage change, embrace diversity, and resolve conflict.

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## DELIVERING RESULTS

<b>Personal Organisation for the Team</b>	Efficiently establishes an appropriate course of action for self within the larger context of working within the team. Jointly clarifies the purpose with others and works towards accomplishing goals, even when the team is working on something of no direct personal interest.
<b>Driving Success</b>	States opinions, seizes opportunities and pursues goals, makes timely decisions, acts ethically, demonstrates accountability for outcomes, and increases overall efficiency and effectiveness.