

# Customer Care Manager

<b>Job/Position Title:</b>	<b>Reporting to:</b>
Customer Care Manager	Associate Director
<b>Employees reporting to job holder:</b>	
Customer Care Operative	
<b>Summary/Purpose of Job:</b>	
<ol style="list-style-type: none"> <li>1. To fully understand the City &amp; Country Customer Care Paperwork &amp; Procedures, High Quality Construction Procedures and expected Service Levels to ensure that these are adhered to or exceeded at all times.</li> <li>2. To deliver and continually improve the service provided by the Customer Care Team in order to achieve the Departmental and Corporate Objectives.</li> <li>3. To be responsible for maintaining the Company’s High-Quality Construction standards through the rigorous adherence to the Company’s Handover and Inspection Procedures and thorough checking of build complete units and communal areas, prior to acceptance from the Project Teams.</li> <li>4. To engender a strong and respectful relationship between the Customer Care, Production and Sales teams to ensure that the sites are presented, and the product is delivered to our customers in accordance with our own high standards of presentation, quality and service.</li> </ol>	

<b>Job Specific Key Tasks/Responsibilities:</b>
<ol style="list-style-type: none"> <li>1. To act as the main point of contact for Customer Care on site; working closely with the Project Manager, Customer Care Operative and Customer Care Coordinator to manage customer expectations and ensure the swift resolution of defects.</li> <li>2. To build a positive relationship with each customer from the point of exchange of contracts by carrying out site visits and ensuring the customer is kept regularly updated on the progression of their sale.</li> <li>3. To conduct a thorough Quality Inspection on Project Manager’s sign-off of completed unit, issuing the Project Team with a list of items to be closed out within 1–2 days. Once notified the items have been completed, check that all items have been closed out before agreeing final sign off.</li> <li>4. To use the Site Audit Pro software to record the details of the Quality Inspections undertaken, of build complete units or communal areas, to note any matters for attention and to file it on the Coins plot file to ensure there is an accurate record of items raised. To ensure that a unit that has been accepted as either locked or build complete status, is recorded as such on Coins on the same day that it is signed off.</li> <li>5. To ensure that all the appropriate documentation for the plot and its associated parking space(s) are provided by the Project Manager/Site Manager <b>prior</b> to signing off the plot as locked or build complete and then ensure that the Handover Box is compiled in readiness for Legal Completion.</li> <li>6. To ensure that a fully completed copy of the HQC – Trade Inspection Request Forms is received from the Project Manager on Handover and that it is filed on the COINS plot file.</li> </ol>

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### Job Specific Key Tasks/Responsibilities:

7. To contact the customer prior to the Home Demonstration to introduce the Customer Care team and their involvement and to explain the importance of the Home Demonstration and the procedures for completion day.
8. To conduct the Home Demonstration in a professional and informative manner advising the customer not only of the benefits and features of the property and the support provided by the Customer Care team but also to provide advice with regard to properly running and maintaining the property in order to reduce future potential issues. To ensure any issues raised at the Home Demonstration are closed out within 1–2 days and arrange a final clean of the apartment prior to legal completion.
9. Where agreed or necessary, to contact the customer on completion of contracts to congratulate them and arrange for the collection of the keys. To take meter readings on day of completion, registering them with the utility companies, and achieve property sign off by the customer via the Handover Form upon collection of keys.
10. To attend the Weekly Project Build Sales Meetings with the Project/Site Manager and the Sales Executive, to review sales and build progress, site presentation, address any matters arising on site, handovers to Customer Care, and legal completions.
11. To thoroughly understand the specification and drawings together with the Building Regulations, good practice guidance published by RICS, LABC/NHBC and recognised trade bodies in order to appreciate the correct tolerances with regard to defects and maintenance to ensure the correct decisions are made.
12. To ensure the Customer Care Operative completes an accurate and detailed timesheet each week; monitoring the work completed, assessing how their time can be best utilised and ensuring any time spent on remedial works that can be charged back to a subcontractor is recorded in detail and used to recover costs from the relevant party.
13. To work proactively with subcontractors, ensuring remedial work is promptly and keeping customers informed of any changes to agreed appointments with as much advanced warning as possible.
14. To ensure that all subcontractors and suppliers return to resolve defective works at their own cost and provide a good standard of courtesy and workmanship to our customers, or they are contra-charged where the work has to be carried out by alternative contractors or our own team. To keep a record of these contra-charges and, by working with the Project Surveyor, ensure monies are recouped and allocated to the Customer Care budget.
15. Upon receipt of the Subcontractor or Materials Supplier Tender List for review, to provide comment upon the suitability of the selected subcontractors/suppliers based on past/current performance and to make suggested additions, within one week of receipt.
16. To provide proactive feedback to the Group Commercial Manager, if there are recurring on-going issues with a particular supplier or subcontractor.
17. To provide a brief, factual report 5 days in advance of each of the Directors' Site Visits, making recommendations to the Production Department to improve the overall construction standards, handovers and the performance of the chosen materials, specification and subcontractors.
18. To manage assigned developments in such a way as to be one of the top 7 performing companies in the In House Research Benchmark Survey on a consistent basis, across all measures.
19. To inform, report to and regularly interface with the Associate Director providing detailed analysis and feedback on current performance and trends.

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### All City & Country Employee Key Tasks/Responsibilities:

1. To read, understand and adhere to all the principles set out in the **City & Country Vision, Values and Culture** document.
2. To positively embrace and follow the procedures in **Roles & Responsibilities**, the **Key Interaction Stages Summary (KISS)** and the relevant **Departmental Procedures**.
3. To work diligently to achieve or exceed the agreed **Personal, Departmental and Corporate Objectives**.
4. To use the **City & Country Challenge** principles for all Manager and Director approvals.
5. To ensure that published Authority Levels are adhered to at all times.
6. To abide by all Company HR Policies.
7. To manage and allocate all resources effectively within your control on a day-to-day basis.
8. To be aware of all published best practice guidelines, legislation and regulations relevant to the role in order to discharge your duties in a well-informed and competent manner.
9. To read, understand and adhere to the **City & Country Health & Safety Policy**.
10. To nurture strong and mutually beneficial relationships with the other departments to improve communication, understanding, forward planning and delivery of the projects.
11. To represent the Company in a professional and ethical manner to strengthen and enhance the brand and reputation of the Group.

### Management Responsibilities

1. To read, understand and adhere to the principles set out in the **City & Country Team Managers' Guidance Notes**.
2. To ensure that all team members are appropriately motivated and carry their responsibilities to the required standard.
3. To build a successful team, and proactively manage their performance and wellbeing.
4. To identify any training needs within the team and ensure that this information is reported to the HR Department.
5. To ensure that appraisal interviews are scheduled into your diary.
6. To ensure that any performance/disciplinary issues are dealt with in conjunction with the HR Department.
7. To manage all necessary policies and procedures to ensure that a safe and healthy working environment is maintained.
8. To ensure all personnel are efficiently and effectively briefed as to their Health & Safety responsibilities and are capable of discharging the same.
9. To identify and manage all risks in a controlled and professional manner to the benefit of the company's profitability and reputation.
10. To ensure that any significant overspend (more than 5% or £5K, whichever is lower) is reported to the relevant Director, your Line Manager and the Finance Manager as soon as it becomes apparent and at least 4 weeks before an order needs to be placed or variation agreed and the commitment to spend made, so that alternatives can be discussed, considered and action taken that minimises spend and does not impact negatively upon the Project Programme. For all items that could not have been foreseen by a diligent experienced professional, such as a latent defect within the building that only becomes apparent once works have commenced and

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## Management Responsibilities

an order already having been placed, then the requirement for 4 weeks' advance notification will be reduced to 5 working days. The limit of 5% or £5K is to be for single unrelated or unconnected transactions within any one Project Cost Plan cost heading and as described within the Group Authority Manual.

- 11. To ensure that all communications with stakeholders are handled properly and in a way in which is consistent with the Vision and Values of the business.
- 12. To be responsible for providing the other departments with the necessary information, properly laid out, to enable them to discharge their responsibilities with the maximum of efficiency but at all times making best use of Company resources.

## Experience Required:

- 1. At least 5 years' experience in a construction or Customer Care Management role.
- 2. To have a sound and practical knowledge of the construction process – ideally having worked on site
- 3. Ideally to have experience in dealing with listed buildings.
- 4. To have experience of managing a team.
- 5. To have a sound understanding and appreciation of the importance of Health & Safety.
- 6. To be financially aware (cost management).
- 7. To be computer literate i.e. Word, Excel, Email

## Essential Skills/Competencies/Qualifications Required:

- 1. Excellent communication skills – oral and written
- 2. Good organisational skills
- 3. Good problem solving skills
- 4. Good cost management skills
- 5. Strong attention to detail
- 6. High standard of personal presentation
- 7. Clean driving licence

***Personal characteristics required:***

- 1. Self-motivated and conscientious
- 2. Ability to prioritise activities and manage a busy and demanding role