**ROLE PROFILE**

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| **Function** | **Customer Service** | |
| **Job Title** | **Customer Service Field Manager – Yorkshire/North East** | |
| **Grade** | **M1** |  |
| **Reporting Lines** | **Reports to** | **Head of Customer Service** |
|  | **Direct Reports** | **N/A** |

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| **Aim of the role**  Overseeing the management of remedial works in occupied properties, coordinating with contractors, customers, and the Customer Service Team. Ensuring compliance with KPIs, quality standards, customer service expectations, and budget constraints. Collaborating closely with the Regional Operations Director for Yorkshire/North East, as well as Sales and Site Teams, to uphold the Tilia Customer Journey.  This is a remote role covering both active and completed Tilia Homes sites across Yorkshire and the North East.  **Responsibilities and Duties**   * Ensuring compliance to the company Health & Safety standards and processes, NHBC Standards, building regulations and overall quality standards. * Be responsible alongside the Directors for the final quality inspection of the property before it is handed over to the customer * Instruct and liaise with Tilia Maintenance Technicians, Sub-Contractors and monitor the progress of remedial works to ensure completion with minimal disruption to our homeowners * Monitoring and controlling the costs of remedial works. * Understand Service Level Agreements and raise concerns to the HOCS and PD were these fall short * Showing a good behavioural example in all aspects of health and safety, organisation, conduct, quality of work and professionalism * Contribute to ensuring Tilia retains HBF 5\* builder rating * Attend NHBC resolution meetings as required   **Knowledge Skills and Experience**   * Extensive build knowledge and managing key priorities * Extensive new build, NHQC and Customer Service experience * You must have a real passion for quality and customer satisfaction. * Ability to meet deadlines in a timely manner * Strong stakeholder management skills with the ability to influence at all levels * Literate in the use of IT * Experience of working in the Construction industry and in a similar role would be beneficial * A full UK driving license is required for this role |

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| **Our Behaviours - Manager** | |
| Trust and Integrity | * Maintains confidentiality * Acts in a way that builds trust and confidence * Communicates with honesty and transparency * Treats everybody with dignity and respect * Welcomes value in diversity |
| Enable and Support | * Encourages team to create positive working relationships with others * Provides feedback * Ensures work is distributed fairly * Seeks first to understand; listens before speaks * Enables people to take ownership for their own work * Gives people the opportunity to learn from mistakes without judgement |
| Inspirational and Motivational | * Inspires confidence by demonstrating knowledge and understanding * Celebrates and rewards success * Approachable * Sets fair and clear expectations |
| Self-aware and resilient | * Listens and reflects on feedback from others; seeks to make positive changes * Adapts behaviour to different situations * Is aware of unconscious bias and adapts accordingly * Keeps calm and considered under pressure |
| Purposeful and Decisive | * Aligned with the wider business objectives * Sets realistic expectations for high performance * An effective and efficient decision maker * Makes difficult decisions * Takes responsibility and accountability for decisions and actions |

