**Yorkshire Housing Role Profile**

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| **Job title:** | Customer Engagement Apprentice | **Leader of others:** | No |
| **Reports to:** | Customer Insight and Engagement Manager | **Contract type:** | Fixed Term |
| **Business Area** | Customer Insight & Engagement | **Budget holder?** | No |

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| **Job purpose** |
| To support the delivery of Yorkshire Housing’s approach to customer insight and engagement and be part of the fundamental key to the success of the Customer Voice and Review Committee.  To work with the team and other key business stakeholders to develop and promote all forms of customer engagement so that customer voice is embedded in service co-design and our agile service offers.  Working as part of team, you’ll learn from your peers and attend college, undertaking exams and coursework, strengthening your skills to gain your Business Administrator Level 3 qualification and to learn and grow to become qualified. |

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| **Key responsibilities** | |
| * Support the Customer Voice and Review Committee to enable them to undertake their roles effectively and embed the customer voice in all service activities and service areas. * Support the customer insight and engagement team to maintain and promote the “Your Voice Matters” customer group and other methods of engagement. * Work with the engagement team to keep our engaged customers up to date with organisational activities and engagement opportunities through various communication methods, including our Facebook group. * Provide a support service for all insight and engagement activities, including administration and arrangement of customer committee meetings, focus and working groups, note taking and uploading of meeting papers in-line with business processes and timelines. * Support the engagement function to develop and continually improve our customer engagement offer which fully utilises opportunities presented by social media. * Support the engagement function to ensure that feedback is targeted, through customer segmentation, identifying gaps in customer groups and the best way of engaging with all groups. * Support with the analysis of information from CRM, real time information, customer surveys, verbatim comments, performance management reports, complaints feedback, management and internal audits to provide the business with a robust understanding of customer experience, feedback and the quality of service delivery. * Work with the team to design and deliver customer feedback in a way that’s easily accessible and understandable for all our customers and stakeholders. * Work collaboratively across teams to share the learning from the analysis of customer insight. * Support engaged customers, ensuring that their views are taken into account and so that they can fairly access our engagement opportunities. * Support the complaints team with administration of complaints, including triage, allocation and compensation payments. * Carry out other duties that may reasonably fall within scope. |

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| **Sounds good? Here’s what we need from you…** |
| **The main things:** |
| * A passion for customer service - or as we say at YH “Customer Obsessed”. * Confident 5 GCSE’s at Grade 4 (C) or above including Maths and English * Excellent numeracy, literacy and communication skills * Passion to help customers * Well organised and excellent time management skills * Ability to correspond with customers effectively providing great customer service * High standard of accuracy * IT savvy especially in Microsoft applications Word, Excel, Outlook |
| **It would be a bonus if you have/can:** |
| * Previous work experience in a customer service and or administrative environment * Housing sector exposure |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |