

ROLE PROFILE

ROLE TITLE	Customer Engagement Manager
DEPARTMENT	Customer Engagement
DIRECTORATE	Customer and Communities
RESPONSIBLE TO	Head of Engagement and Improvement
RESPONSIBLE FOR	Customer Engagement Leads

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>Inspire and motivate the Customer Engagement team to ensure Orbit delivers its customer engagement offer, which includes:</p> <ul style="list-style-type: none"> • Leading a programme of strategic customer engagement activities that provide opportunities for customers to feedback on their experience, scrutinise performance, influence decisions and shape recommendations for improvement: • Coordinating and managing stakeholder relationships to develop and support a local engagement offer which empowers customers to influence their home, scheme, and community. • Develop effective working relationships with internal stakeholders and external partners to champion Customer Engagement, its value and impact at every opportunity, collaborating where possible and ensuring compliance with Tenant Involvement and Empowerment Standard. 	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<ul style="list-style-type: none"> • Develop and promote the range of ways for customers to engage with the organisation, ensuring training and practical support to customers is available to enhance all engagement activities. • Promote and represent customer engagement at all levels throughout the organisation ensuring that teams maximise individual, strategic, and local engagement opportunities that supports service improvement. • Ensure the impact of customer engagement activities across the organisation is captured, tracked effectively, and used to drive service improvement • Establish positive relationships with other social landlords and external agencies to facilitate the delivery of effective customer engagement activities 	

that reflect best practice.

- Ensure that customers' needs, and priorities are accounted for in Orbit's engagement activities, supporting the development of innovative approaches to engagement to take account the diverse needs of customers
- To ensure effective support and training for customers to influence Orbit services, policies, and strategies
- To maintain awareness of innovation, best practice and regulatory requirements affecting the delivery of Orbit's Customer Engagement Offer
- Undertake an annual review of Orbit's customer engagement offer working with engaged customers, internal stakeholders, and partners
- Demonstrate and use effective leadership and decision-making skills to support and develop staff and to ensure effective communication across a range of internal and external stakeholders.
- Prepare concise reports and presentations, documents and briefings as required for a wide variety of audiences.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Knowledge of government legislation, the regulatory framework for customer involvement and current good practice around customer engagement • Passion for working collaboratively with different customer demographics, ensuring a strong customer voice in decision making • Creative and innovative in designing and developing customer engagement activities • Good track record in working with social housing customers (or similar) to achieve service improvement • Experience in leading or managing teams to deliver effective outputs • Negotiation and influencing skills • Excellent written and inter-personal skills • Basic IT Skills including the use of Microsoft packages • Ability to travel between Orbit offices and community-based venues including overnight stays as required • Willing and able to attend or deliver evening and weekend activities on occasion and as required
Desirable	<ul style="list-style-type: none"> • Experience managing a team to deliver projects or activities within timescale, demonstrating impact and benefit realisation • Knowledge of Lean Six Sigma tools • Exemplary skills at being able to interpret information

	<p>and present it in a variety of different ways relevant to differing audiences and stakeholders</p> <ul style="list-style-type: none"> • The ability to think and plan strategically
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	