

HOME GROUP
JOB DESCRIPTION

1	JOB DETAILS	
	Job Title: Aftercare Coordinator	Date: 31/01//2018
	Reports to: Lead Aftercare Manager	Ref: HOMEJD606

2	<p>JOB PURPOSE</p> <ul style="list-style-type: none"> • To manage newly built projects from handover and typically through to the end of Defects Liability Period • To provide a customer focused and effective aftercare service for all newly built homes through Home Group and Persona • To effectively manage the reported defects for newly built homes and to drive an excellent service to our customers and improve on current KPI's • To manage the latent defects process • To build an relationships with internal and external colleagues in order to deliver an excellent aftercare service • Contribute to the management of the regions activities and targets • To manage monitoring systems via liaison with HG's Performance Monitoring team.
----------	--

3	<p>DIMENSIONS</p> <ul style="list-style-type: none"> • Budget responsibility - nil • Delegated authority - nil • Direct reports – Depending on region but generally 4
----------	---

4	<p>KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent, preferably in a related field • Professional qualification preferred (MRIC, MCIOB, APM etc.) • Background in aftercare at senior level with demonstrable experience in management of newly built homes • Knowledge of project management with experience in development, sales and/or construction of high quality new homes • Understanding of the commercial aspects relating to residential development • An understanding of the commercial drivers and processes aligned to the development process, including housing sales would be beneficial • Well-developed interpersonal, negotiating and influencing skills, capable of working as part of a large, multi-disciplinary team
----------	--

	<ul style="list-style-type: none"> • Creative thinker in problem solving and demonstrable ability to deal with a wide range of customers and negotiate and troubleshoot outcomes that provide win:win solutions • A desire to offer the highest standards of customer service • Excellent verbal and written communication and presentation skills • Ability to prioritise, think logically and develop solutions • Excellent I.T skills in all main Microsoft Software and ability to easily pick up the use of new systems • Technical knowledge and experience of properties, defects and snagging • Good eye for detail • Experience in RP/HA environment with technical expertise desirable • Experience of working within a results driven environment • Willingness to travel and work flexible hours where necessary including evenings and weekends where required • Flexibility to attend meetings out of hours and undertake national and regional travel as required.
--	--

<p>5</p>	<p>KEY RESULT AREAS</p> <ul style="list-style-type: none"> • To work with the Head of Delivery to deliver an effective aftercare function • To manage the aftercare team to drive performance and service improvement • To manage and direct external contractors and consultants with rigour in order to ensure delivery of the highest possible quality of works • To liaise with internal and external stakeholders where appropriate • To provide a customer focused and professional service, not only to customers and client organisations but also internal customers e.g. customer services, maintenance, etc. • To sustain good relationships, with key external stakeholders and partners. • Ensure that every project complies with standard Home Group and the associated funding body (project sponsors), policies, standards and procedures • To become familiar with and operate all new initiatives introduced as necessary by the funding bodies • Make key decisions to ensure customer satisfaction with consideration to the building contracts and project budgets • Achieve high level customer satisfaction on after sales service by being responsible for all 2nd tier call handling from Customer Service Centre • Secure and maintain 5* rating on Persona brand by managing the impact of customer experience on Persona brand • Ability to substantially influence customer satisfaction on outright sales leading to significant sales surplus
-----------------	--

	<ul style="list-style-type: none"> • Make decisions at the front line on issues that affect customers and require speedy resolution to ensure efficient delivery of services and results • Work in partnership with internal teams and external partners to develop and improve systems and processes to ensure high customer satisfaction with the product and sales service • Effective liaison with delivery managers and contractors to anticipate, minimise, manage and resolve customer complaints quickly • Effective property handover from Delivery to Sales to Customer with maximum after sales customer satisfaction • To identify complaint drivers and proactively work to mitigate. • To focus on regions or contractors and build relationships to deliver a positive outcome for all parties • To work with the Head of Delivery to deliver an effective aftercare function • To manage the aftercare team to drive performance and service improvement • To report Defects KPI's to the SMT/BLT when required • To establish effect reporting and monitoring systems
--	--

<p>6</p>	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p>Your main contacts outside your core Aftercare team will include:</p> <p>Internal:</p> <ul style="list-style-type: none"> • Members of the Group Executive • Member of the Senior and Business Leadership Teams • Members of Development, Sales and Marketing teams • Members of the Customer Services teams Inc. maintenance, housing management, asset management and CSC • Members of Performance Management team <p>External: (to include, but not be limited to)</p> <ul style="list-style-type: none"> • Aftercare managers in contractors & developers • Other consultancy firms including Employers Agents • Other representatives from Home's appointed Contractors
-----------------	--

<p>7</p>	<p>SCOPE FOR IMPACT</p> <p>Detailed below are the significant aspects of the job outside of the key result areas</p> <ul style="list-style-type: none"> • As an important member of the development team you will have a major impact in the successful realisation of the aftercare management within your region. This will involve establishing the policies and processes for the aftercare function, promoting and ensuring visibility of the function • Drive change and improvement to the Group's approach to aftercare of our newly built homes including face to face relationships with our customers, monitoring and improving on defect repairs
-----------------	---

	<ul style="list-style-type: none"> • Considerable scope to influence our sales surplus which represents 40% of our overall surplus in coming years, through the management of our Persona brand image and NHBC 5 star rating. Our corporate strategy depends on increasing sales volumes and surplus all of which are dependent on customers buying from us and being very satisfied on the outcome of the sale. It is to be expected that things will not go well on occasion however the effectiveness in managing the outcome will be how the customer measures the experience • Persona brand – extensive work and analysis has been completed to develop our new brand for outright sale. Its success, and the market values realised, will heavily depend on the customer experience provided both during and after sale. Our ability to secure the 5 star rating on sales depends on whether customers would recommend, therefore this role has substantial scope for impact in managing the sales after care service • Considerable scope to influence our internal processes and procedures from new build delivery handover and sales completion through defects management and customer journey mapping to ensure an end to end positive customer experience.
--	---

8	<p>CORPORATE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To take responsibility for the health, safety and welfare of yourself and through your acts and /or omissions do not affect your colleagues. Actively follow the Group’s health and safety Policy, Procedures and safe System of Work. This includes following instructions and undertaking training to ensure compliance • To undertake all reasonable training activity designed to support you in your role • Promote equality and diversity as an integral aspect of working at Home and lead by example • To undertake any further duties as requested by your line manager commensurate with the level of your post.
---	--

9	<p>JOB DESCRIPTION AGREEMENT</p> <p>Job Holder’s signature Date</p> <p>Manager’s signature Date</p>
---	---