

A passion for service excellence?

An innovative role, working with the senior management team at Ten to ensure that the customers view and needs are represented throughout the service delivery process

Job Description and Person Profile

Customer Care Manager

Ten Lifestyle Management Ltd (Ten) is Europe's leading Lifestyle Management and Home Management Service. Our members are an extraordinary range of people who only have two things in common. They recognise that they can get more from life with dedicated, expert support and they have somehow been introduced to our unique personal service.

The service is designed to help London home owners reduce their energy consumption and the impact this has on global warming. We provide expert advice and personal support to the homeowners to reduce their CO2 emissions.

We aim to provide a one stop shop to help individuals live a more environmentally friendly life.

Purpose of Job:

To be the voice of the customer inside the company

Key Tasks

To respond to input from customers and support managers (complaints, praise and concerns) to help us identify better ways of providing the service

Determining quick-fixes to put immediate issues right.

Identify root causes of issues and put forward proposals to the management team for improving the system and service to ensure that a longer term solution is provided

Presenting to management team each month on headline stats and analysis with recommendations for changes

Working with Support Managers to determine what is and isn't working

Undertaking customer satisfaction research to identify customer's experience of service

Significance of Role

A key role in ensuring that we deliver on our service promises at all points within the delivery chain and in helping us to deliver continuous improvements to the benefit of the customers, the service and the business

Key Results Areas

Key Result Areas	Responsibilities	Measurement
Customer Satisfaction	To undertake an agreed % of customer surveys each month in order to establish satisfaction levels	Agreed no of customers researched
Managing Complaints	Responsible for managing customer complaints and resolving without the need for further escalation	Less than 5% of complaints escalated
Production of Monthly Mngt Report	To produce monthly report for Board detailing: <ul style="list-style-type: none"> • customer feedback, • support manager concerns • complaints • root cause analysis of customer issues • root cause analysis of positive feedback • recommendations for improvements • trend analysis and forecasts 	Report produced on-time and to agreed standard
Briefing team on results of customer feedback & Mngt decisions	Provide monthly report to internal stakeholders Agree action plan, responsibilities and deadlines Track improvements and report on achievements Incorporate updates into monthly mngt report	Whole GHCS team briefed Action plan for improvement in place Easy wins delivered and longer term fixes detailed for delivery
Continuous	Actively look for ways in which the service could be	Improved

improvement	improved Define benefits of making changes and to seek approval to implement	efficiency and cost effectiveness
Identifying training needs	From feedback, work with Operations Director to define training needs and ensure that these are implemented	On-going training and dvlpt needs identified