



Customer Relationship Manager

**Recruitment
Information**

Contents

Welcome	3
About Shepherds Bush Housing Group	4
Our Culture And Your Development	5
Customer Experience Team	6
The Team	7
The Role	8
What Are My Responsibilities?	9
Who Should Apply?	10
Benefits	11
Making An Application	12



"SBHG really values your development. Colleagues have been so welcoming and are always willing to help. I also like that I am contributing to the community as well. It has been great so far and I really recommend working for SBHG"

- Arahn,
Payment Accountant



Welcome

Thank you for your interest in joining Shepherds Bush Housing Group (SBHG). This Customer Relationship Manager role will make a vital contribution to our Customer Experience Team at an exciting time of change and development for Shepherds Bush Housing Association, one of the Group's businesses. We hope that this will be a brilliant opportunity for you and your career.

This is a thrilling and complex time in our history as we recover from the COVID-19 pandemic, refresh our business plan, refocus how we deliver Customer Experience, and build 1,200 new homes by 2030.

This exciting combination of change and expansion requires a tenacious Customer Relationship Manager with a desire to lead at an operational level to raise our Customer Satisfaction. Shepherds Bush Housing Group values input and innovation, and this role offers the opportunity for you to bring your ideas, experience and knowledge to make a tangible difference.

In return, you will be a part of a thriving, supportive and forward-thinking organisation helping to tackle the national housing crisis.

Enclosed in this pack are further details about Shepherds Bush Housing Group, the Customer Experience Team, and this role. If you have questions about the role, or would like an informal conversation about it before applying, please contact HR.Team@sbhg.co.uk.

We look forward to receiving your application.

Mark Field,
Chief Customer Officer

About Shepherds Bush Housing Association



Shepherds Bush Housing Association is an award-winning community-focussed housing association based in west London. Established by Reverend Asbridge in 1966, our vision today is as steadfast as it was then – **for everybody in west London to have a safe and affordable place to call home.**

Our priority is to provide housing for those most in need, we work with some of the most vulnerable people in our society. We have more than 5,000 homes, throughout nine boroughs in west London, and provide a range of community services including debt and budget management, sheltered housing and supported accommodation.



The Association works at local and national level to support, develop and influence housing policy and shape issues that matter to our residents, none more important than our current work on the national fire-safety 'cladding' programme. We are a lead voice in PlaceShapers, a national network of social housing providers, tackling issues such as community place-making in under-valued areas and diversity in the housing sector.



BE WEST is Shepherds Bush Housing Association's shared ownership and private sales brand. Profits from the sale of these properties are re-invested into providing more homes and services for those who need them most.

www.sbhg.co.uk

www.bewest.co.uk

From top to bottom:
220 Hammersmith Grove (our first home)
Art Wood Apartments
Watergate Heights

Our Culture And Your Development

Our Mission

Shepherds Bush Housing Group has a distinct values-driven culture and way of working, we call this our mission: **social heart, business head, local impact.**

- **Social heart:** we believe that everyone has a right to a safe, secure, affordable home and we work to make this a reality.
- **Business head:** we make lasting return on investments.
- **Local impact:** we respond to what's needed locally.

Our Values

Our colleague Values are the cornerstones of everything we do.

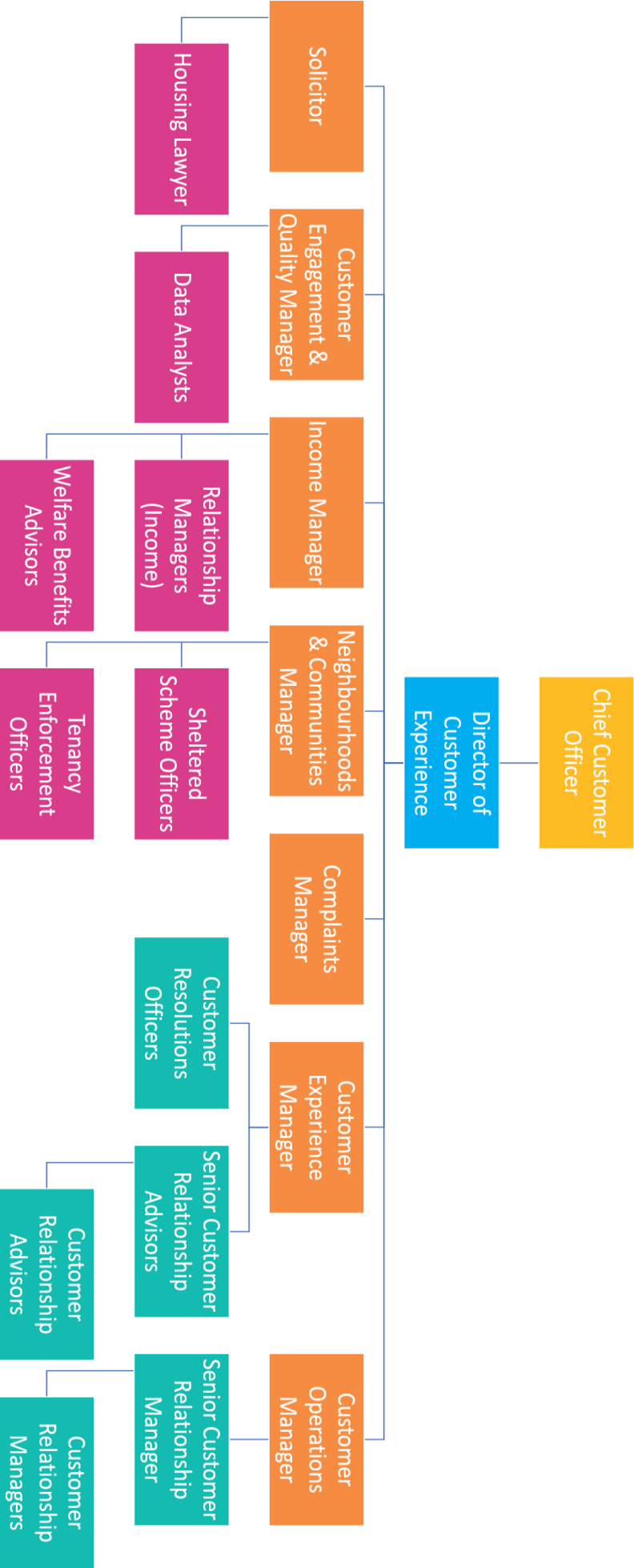
- **Caring:** supporting each other and building strong relationships.
- **Accountable:** taking ownership of how we behave, spend money, and deliver high-performing services.
- **Community focused:** putting our community and Residents first.
- **Innovative:** keeping an open mind to new ideas and being motivated to find improvements.

Your Development

At Shepherds Bush Housing Group we take professional development seriously. We will provide you with the training you need to deliver and develop in your role, and later in the year we will be launching a new colleague development programme.



From top to bottom:
Passiv House
Pembridge Gardens
Chelsea Creek model



The Team

The Customer Experience Team are the first point of contact for our leaseholders and tenants (we call these our Residents) and are responsible for resolving repairs, accommodating and relocating residents, and managing complaints.

Shepherds Bush Housing Group is undergoing an ambitious programme of transformation to improve the ways it works. Central to this is the Customer Experience Team and the way in which they interact with our Residents. We have recently restructured the department and have launched a new Customer Charter focusing on delivering our services brilliantly.

Our Customer Charter

We have six customer commitments:



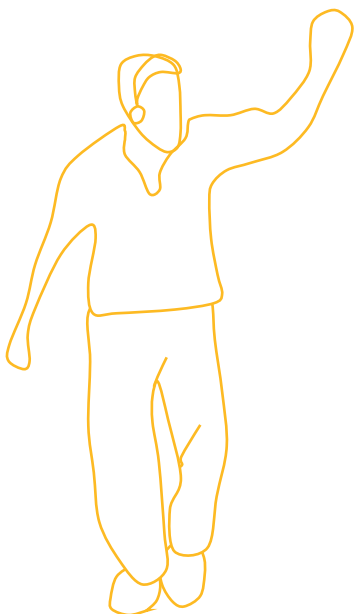
Our customer commitments are built on two key principles:

1 Working with You

2 Working with Us

The Role

A performance and customer-focused **Customer Relationship Manager** to join our ambitious Customer Experience Team. A personable individual, you will have the ability to build relationships and gain the trust of a wide range of customers. A strong communicator, you will be able to successfully work across various functions and different groups of stakeholders.



Responsibilities continue on the next page...

What Are My Responsibilities?

- You will manage a patch of properties which will include budgets, all escalated housing management matters, and customer satisfaction. You will be accountable for stage 1 complaints on your patch. Working with minimal supervision you will take ownership and pride in delivering a great service to all our social housing customers.

Who Should Apply?

The successful applicant will be able to demonstrate the following:

We are ideally looking for someone who has had experience of working in a Housing Management, Housing Officer, or similar role, although this is not essential. We do need someone who can confidently and competently resolve anti-social behaviour and complex tenancy management issues.



Benefits



"I enjoy working for SBHG because you can really make a difference. It feels good to know that what we do is helping people who need it. Your opinions and ideas are really valued and everyone is very approachable and supportive."

- Monique,
Communications Officer



Competitive salary of circa £37,000

25 days annual leave, rising with service

A contributory pension scheme

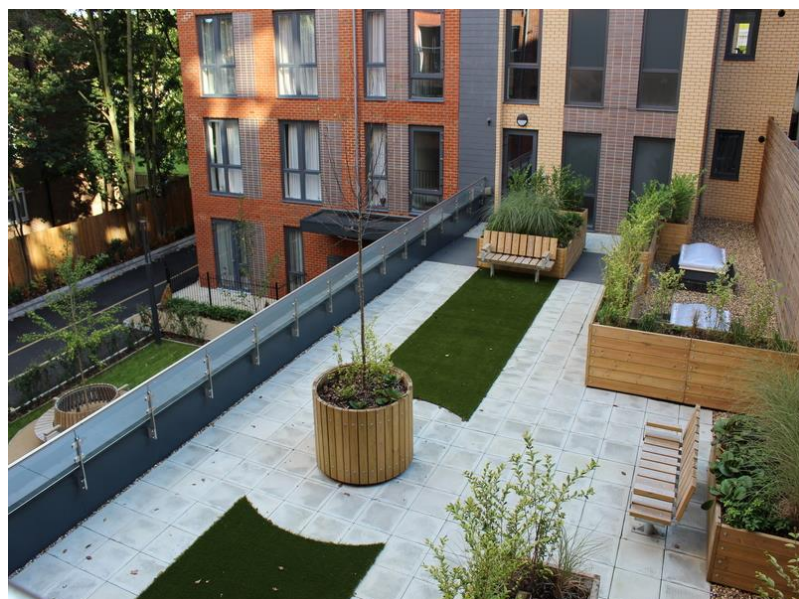
Hybrid – office/remote approach to the working week

Simply Health cash plan and a choice of flexible benefits

Exciting opportunities for learning and career development

A job with social purpose

A great office location: a 2-minutewalk from Turnham Green Station, in the heart of leafy Chiswick, close to local shops and amenities



Acton Square

Making An Application

To Apply

If you feel that this could be the role for you, please upload your CV and complete our short online application form, giving examples of how your skills and experience meet the job requirements.

Application deadline : 7th June 2021

Shepherd's Bush Housing Group has a commitment to ensuring that equality and diversity is integrated at the core of our business and responds to the needs of our employees, workers, stakeholders and customers. By accessing, recruiting, and developing people from the widest possible talent pool, we gain an insight into different communities. This allows us to generate greater creativity in supporting the diverse needs of our customers and the community.

We are committed to equality and valuing diversity within our workforce and with the volunteers who give their time to us. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our services.

For more information about us or the role, visit www.sbhg.co.uk or contact our HR Team on: HR.Team@sbhg.co.uk

Social Heart

Business Head

Local Impact