

Job Title: Quality Assurance Lead

Role Purpose: Leading the delivery of a quality assurance function across all operational teams by using analysis and insight mechanisms. Working closely with the senior management and Customer Insight teams; assessing customer interactions and making recommendations to improve and enhance the customer experience.

Blended Working Classification: Partial Home Worker

Benchmark Salary: up to £36,173 (London) and up to £34,250 (Counties)



About the role

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

As a Quality Assurance Lead, you will report to the Assistant Director of Customer Services and you'll lead the development, establishment and implementation of quality assurance processes to improve 'the customer experience'. You'll be accountable for collecting, coordinating, evaluating, and providing data for managers and providing coaching, feedback, and reporting.

You'll develop front-line staff within housing operations by identifying training needs, addressing compliance concerns and plugging knowledge gaps. You will have a remit across an entire region and will work across all teams to deliver improvements to our neighbourhoods for our customers.

Success Metrics:

- Action quality assessments on customer interactions across a range of mediums (phone, email, social media) within Catalysts' housing operations teams – Housing, Income, Allocations, Regeneration and Specialist Services and Home Owner Services.
- Support the development of training to meet training needs and in line with trends by carrying out regular needs analysis, trend evaluation of both capacity and ability.
- Implement clear progression plans from new starter to experienced team member by collaborating with Learning and Development colleagues to develop a skills and knowledge matrix, in addition to carrying out gap analysis.
- Seek and identify innovative new opportunities that are intelligence led by analysing customer feedback, census data and emerging new areas of operation.
- Contribute to customer satisfaction targets by developing action plans for operational teams designing coaching materials and methods that meet recognised learning styles and specific roles.
- Maintain consistency across the department and share best practise by leading regular calibration sessions within each team and share feedback to key stakeholders.
- Develop a suite of reporting mechanisms on quality assurance – lead on sharing these with operational managers on a regular basis.
- Collate and provide analysis of reports on adherence to process, compliance etc, and work with colleagues to support facilitating constructive feedback.
- Develop and maintain evaluation scorecards and guidelines where necessary.
- Support the implementation of IT systems – CRM and the customer portal – to ensure that housing operations is represented as a key stakeholder
- Collaborate with our Information Security team to maintain and update Data Protection practices across front-line staff; identifying risks and associated mitigation.
- Highlight and report any ongoing or ad hoc compliance/competence issues on a monthly basis to ensure compliance – ensuring prompt escalation of significant compliance issues to the appropriate manager.
- Attend new starter induction and training sessions as and when required to ensure staff are fully equipped to be able to deliver compliant customer interactions at all times.
- Contribute to the development of procedures by identifying areas of weakness and making suggestions for improvement.

- Lead on regular reviews of key business processes and activities to ensure adherence to, and effective implementation of, policies, procedures and regulations.
- Conduct spot checks across all social mediums and ensure that feedback has been provided and any remedial action has been implemented in a timely manner.
- Drive continuous improvement across the Customer Services teams by regularly attending team meetings, sharing learnings and creating innovative solutions.

About you:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Demonstrate a strong commitment to the principles of equality, diversity and inclusion.
- A skilled and experienced customer service coach, able to inspire, motivate and develop a front line service team.
- Have a passion for customer excellence and act as a customer experience ambassador in all dealings with customers.
- Demonstrable and up to date knowledge in best practice customer service standards.
- Demonstrable knowledge of new external and internal policies/process/systems that are relevant to the department.
- Demonstrable experience of devising and managing projects from inception to conclusion.
- Have excellent interpersonal and communication skills both written and oral, with a strong ability to make recommendations and improvements to processes and procedures.
- IT literate and an expert user of MS Office applications and experienced producing and monitoring management information reports.
- Are confident in making decisions.
- Excellent organizational skills with high attention to detail and superb analytical skill - able to work methodically and accurately.
- A 'can do' attitude to inject fresh thinking and new ideas in an ever changing environment.
- Have sound working knowledge of a variety of communication media.
- Able to work with a variety of stakeholders across all levels – influencing and engaging staff to achieve desired outcomes and results.

Live and breathe our values:

Deliver on promises - do what you say you're going to do, when you say you're going to do it. Never mislead and just do the right thing.

Give respect - treat people as they want to be treated, value and actively encourage diversity and inclusion and treasure the planet.

Be accountable - do not hide from your responsibilities, acknowledge mistakes and fix them, measure and report on your impact in open, relevant ways.

Show kindness - take time to understand the person as well as the problem, share in people's happiness and sadness. Care.

This role is subject to a basic DBS check.

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.