

Customer Services roles.

Candidate Pack

Hello and welcome to Customer Services at Karbon Homes!

Karbon Homes is just one year old and was formed from the merger of three former North East Housing Associations. The new organisation is built on shared aspirations and a focus on what is possible with our coming together as one stronger organisation with greater impact.

We have 26,000 homes across the North East and North Yorkshire. We offer a wide range of homes from affordable family homes, flats and bungalows, to sheltered housing and Extra Care for older people, to supported homes for those who need extra help because they live with learning or physical disabilities or with mental health challenges.

We also offer leasehold properties, rent to buy, shared ownership and build homes for purchase. We provide repairs and maintenance for our homes, and help our customers with advice on benefits and managing money, as well as offering support for a range of community projects to help with employability, worklessness, digital inclusion and social isolation.

We are an organisation with a strong business head and a strong social heart.

We are also ambitious for what we want to achieve... and these roles are at the heart of what our new organisation is all about - customers.

It's an exciting time to join as we are in the early stages of our journey as a new business. Whilst we are building on a strong foundation, you will be joining at a point when you will be part of shaping how we bring our customer service vision to life for our customers, people and partners.

You will be helping to build our customer knowledge, design how our teams work, and improve our processes - keeping creativity and innovation to the fore. Most importantly, you will be modelling and shaping the culture and behaviours that will enable us to deliver customer service excellence as we want to build a joined up, consistent Karbon customer experience that is second to none.

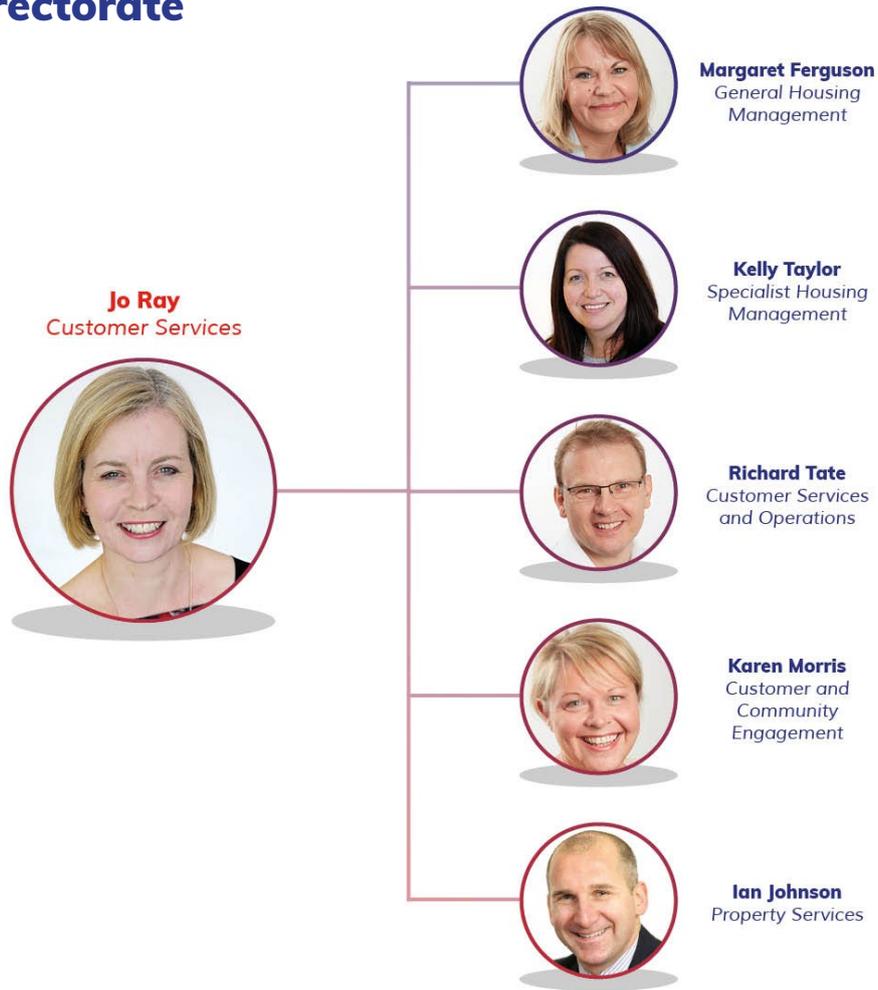
We are looking for team players with a passion for delivering excellent front line customer service. You don't necessarily need to come from the housing sector.... I myself joined a year ago from the technology sector and I can tell you that it was a great decision and a fantastic time to join Karbon.

So if you love customers, have a strong social heart and a real desire to support our social purpose and mission of building strong foundations for the customers we serve, and want to work for a values-driven organisation then come and join us!

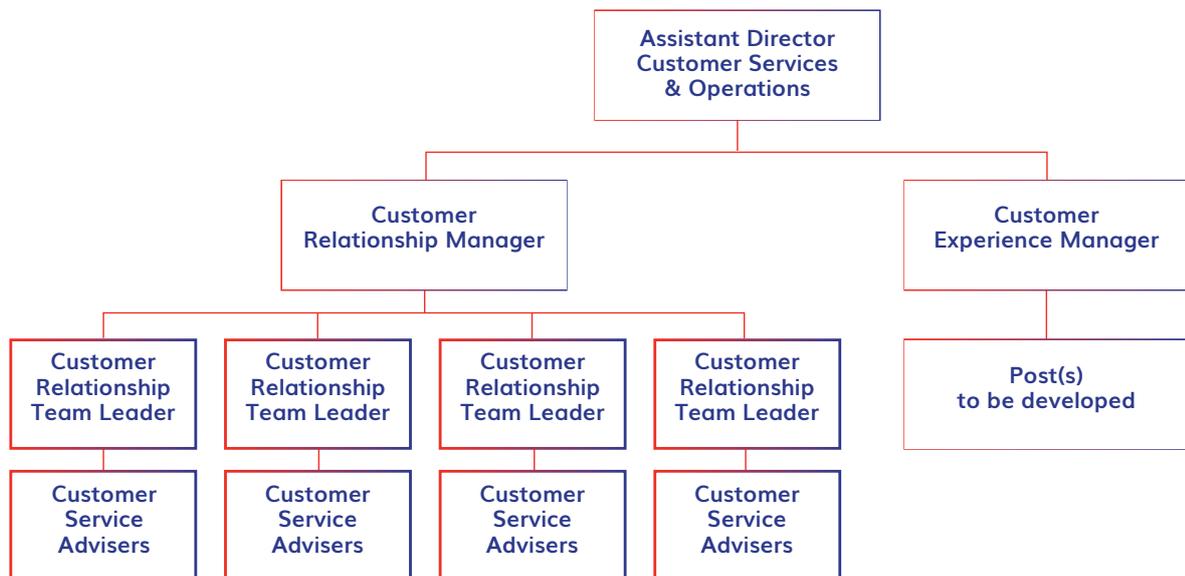
Jo Ray,
Executive Director Customer Services



Our Customer Services Directorate



Customer Services Operations Team



karbon
homes



We are here to provide a strong foundation for life.

The Karbon Customer Experience

We are committed to putting the customer at the heart of our organisation. Our goal is to bring the customer voice into Karbon, so we move from delivering a good customer experience to an excellent one; an experience driven by an 'outside in' view based on customer feedback, data and insight.

With this in mind, we recently commissioned a piece of research from a company called Deliberata, who work in partnership with the Institute of Customer Service. They carried out in-depth interviews with a wide sample of our customers to understand their life stories and what a Karbon Homes means to them, then tested the themes that emerged across our customer base through extensive surveys.

This study given us excellent insight into what is most important to our customers and the inspiration to improve how we deliver our services.

We are very much at the beginning of this journey. As a new organisation, we are still building the new Karbon structure and integrating our operational practices, which means we are just in the early stages of sharing the results and insights from this research with colleagues across the business.

The roles we are now advertising will all play a pivotal role in helping us to build the Karbon Customer Experience from this strong foundation.

Our Customer Relationship Team

Our Customer Relationship Team is the first point of contact for Karbon customers.

We are looking for people who can bring a contact centre mind set and be capable of adapting this to our Karbon culture, inspiring and leading a team of circa 50 Customer Service Advisers in a multi-channel environment across three locations.

You will be helping to build the new Karbon structure and design how our teams work, thinking about improving processes and developing the culture and behaviours we need to succeed and live our values.

You will also be shaping our investment in new technology that will help us to keep creativity and innovation to the fore.

Our Customer Experience Team

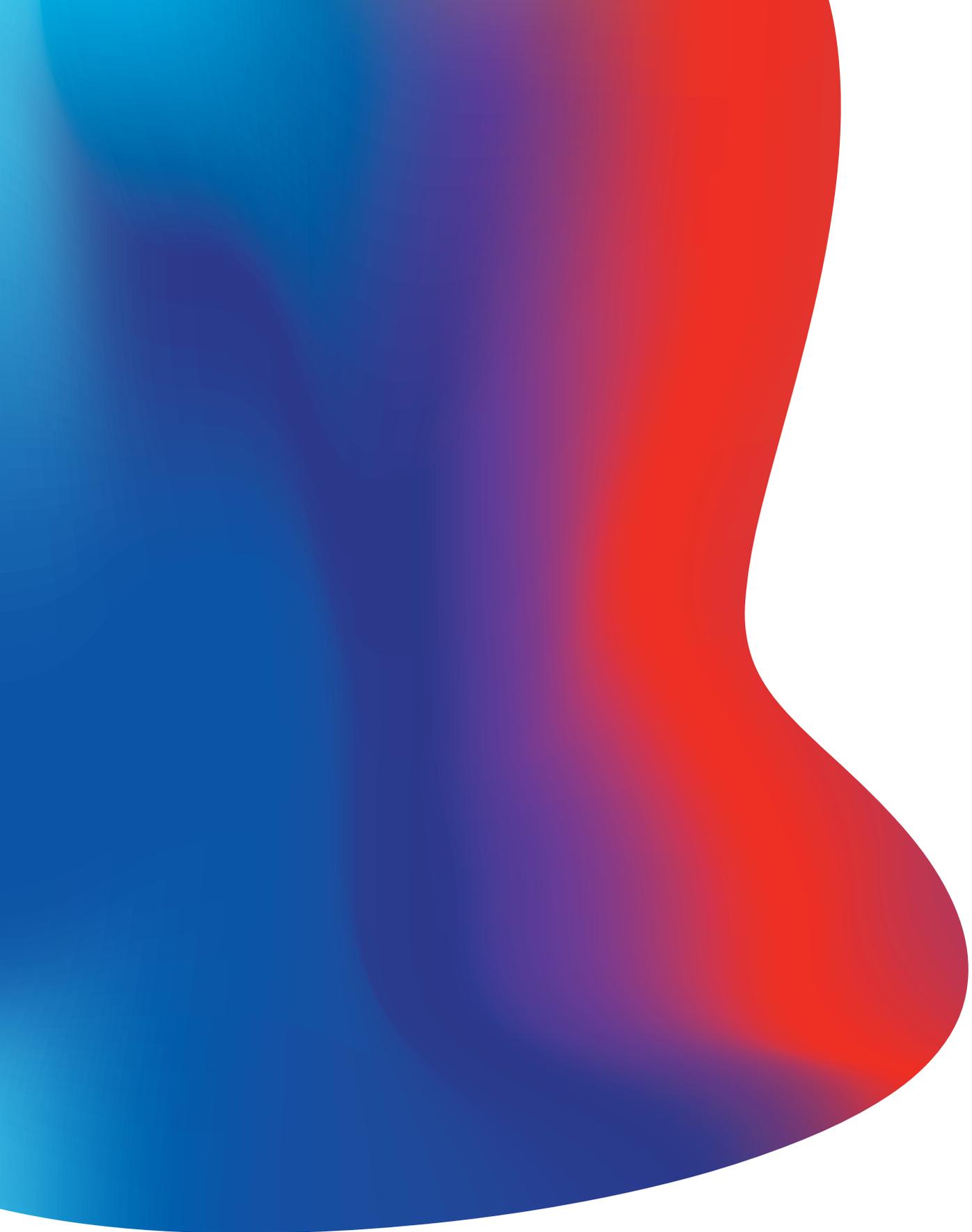
The Customer Experience Manager role is a brand new post within Karbon and will play a pivotal role in transforming our customer experience. It's very much about how we bring that 'outside in' view driven by customer feedback, data and insight right into the heart of Karbon across all of the services we deliver.

Your role will be to work across the whole business with colleagues from all disciplines - helping us to understand and translate the insights from the Deliberata research into practical actions, embedding new ways of working to improve our processes, and influencing people's mindsets and behaviours.

This will be a continuous journey of learning and improvement as you will be looking at customer satisfaction, complaints and other feedback to understand what this feedback is telling us and using it to improve the way we deliver our services.

We already know that our customers would like to deal with us at a time and in a manner of their choosing, so you will be playing a leading role in developing digital services as part of our offer, working collaboratively with our ICT colleagues and other key stakeholders to create a joined up, consistent Karbon customer experience that is second to none.

It's an exciting time to join as we are in the early stages of this thinking and planning and you will have, in many ways, a blank piece of paper to work from. So one your early tasks will be to identify the resources required to support you in developing the Karbon Customer Experience.



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