



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## JOB DESCRIPTION

<b>Job Title</b>	Service Quality & Improvement Officer
<b>Position Number(s)</b>	TBC
<b>Department</b>	Service Improvement & Performance
<b>Section or Service</b>	Service Quality & Improvement
<b>Salary</b>	£27,300 to £36,900
<b>Hours</b>	36 hours per week – Monday to Friday

## DESIGNATION:

<b>Responsible to:</b>	Service Quality & Improvement Manager
<b>Employees directly supervised (if applicable):</b>	N/A

## **1. JOB PURPOSE:**

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- To drive improvements within Housing Management, ensuring that residents are at the heart of everything we do and their feedback is used to make change
- To promote best practice, innovation and continuous improvement across Housing Management
- To work with colleagues to develop effective mechanisms to drive innovation and continuous improvement in order to deliver, and then maintain, excellent services
- Assist with the co-ordination and delivery of the service improvement programme to transform Housing Management
- Co-ordinate any customer insight projects commissioned to understand residents views and improve services
- Act as champion for service improvement and quality assurance across Housing Management, encouraging a constant strive for improvement.

## **2. DESCRIPTION OF DUTIES:**

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### Service Improvement

- Carry out research activities, making recommendations to improve service delivery, ensuring that residents views are incorporated and prioritised
- Work with all Housing Management service areas to identify, develop and implement new processes
- Support the Service Improvement & Performance (SIP) group and workstream meetings as required i.e. arranging meetings, drafting agendas for approval, co-ordinating/ circulating papers and recording/monitoring the actions
- Work with colleagues to centrally co-ordinate all service improvement plans, ensuring they are continually developed and have been updated to reflect customer feedback
- Work with other teams to understand what resident feedback is telling us i.e. the lessons learnt from complaints and the provision of 'inclusive' services
- Administer the mechanisms in place for residents and Housing Management staff to feedback on service delivery, ensuring that actions are identified and considered
- Work closely with the Policy & Performance Team to develop and implement new policies and procedures across Housing Management
- Assist with the delivery of all customer insight projects, ensuring the results can be used to deliver real outcomes for residents
- Design surveys to collect customer feedback/satisfaction, ensuring they are robust, unbiased and can be used for benchmarking where relevant
- Develop and monitor progress against the STAR and other service improvement action plans and the delivery of Housing Management's service objectives
- Work with the IT and Policy & Performance teams to develop CRM workflows and digital services to reflect new policies and processes
- Analyse a range of performance data, including benchmarking, researching best practice and learning from peers to identify opportunities for service improvement

### Quality Assurance

- Assist with the development of service review processes i.e. transactional surveys, customer satisfaction, STAR survey to provide assurance that standards are maintained
- Work with the Policy & Performance Team to analyse performance information, including benchmarking data, to ensure improvements have been realised and are being maintained

- Carry out regular comparison of survey results to provide assurance improvements are being made, and ensure the information is shared internally and externally
- Support any processes that enable residents to provide assurance of service delivery from their perspective i.e. mystery shopping of call-back requests, estate inspections
- Work with service areas to carry out gap analysis against the Consumer Standards, and develop actions plans to address areas of concern

#### Cross-cutting

- Support SIP and other transformation projects/workstreams as required, using knowledge, experience and information to identify areas for improvement, ensuring residents views are considered
- Keep up to date with policy and legislative changes and updates that affect Housing Management service delivery, disseminating information as required
- Build positive working relationships with other registered providers to identify/share best practice, as well as key internal and external stakeholders
- Assist with delivering effective communications across Housing Management to promote the work of the Service Quality & Improvement Team and SIP
- Input into the annual residents report, including liaising with residents, service areas and the Communications Team as required
- Provide Housing Management colleagues with support, building their awareness of service improvement and quality assurance principles
- Deputise for the Service Quality & Improvement Manager as required
- Have a flexible approach and a willingness to travel to other offices as required
- There may be a requirement to attend meetings outside the normal working day for which sufficient notice will be given

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

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**I agree to the above job description**

**Post Holder**.....

**Date**.....

**Director / Chief Officer**.....

**Date**.....

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## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Service Quality & Improvement Officer
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### Conditions to Note :

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the 4 Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified 4 key behaviours and values which should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
<b>B</b>	<b>Essential</b> qualifications/knowledge and experience: <ul style="list-style-type: none"> <li>• Experience of delivering improvements, which result in efficiencies, enhance the customer experience and working processes</li> <li>• Experience of drafting customer surveys to produce tangible outcomes</li> <li>• Ability to support colleagues to put residents at the heart of everything they do</li> <li>• Excellent time management and organisational skills to effectively manage a varied and busy workload</li> <li>• Ability to work effectively to tight deadlines</li> <li>• Can demonstrate effective influencing, negotiating and advocacy skills to ensure that Housing Management continually improves</li> <li>• Excellent communication skills, with the ability to produce accurate written documents to a high standard</li> <li>• Good knowledge of project management principles</li> </ul>

OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
<p><b>PUTTING COMMUNITIES FIRST</b> We put local people at the heart of decision making in everything we do.</p> <p>We seek to include and involve: all voices matter.</p> <p>We provide quality services that are responsive, effective and efficient</p>	<ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work</li> <li>• I will reflect the views of the communities in my daily work</li> <li>• I will improve the service I provide through seeking feedback from others</li> </ul>	<ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
<p><b>RESPECT</b> We listen to everyone and value the personal experiences of people in our communities and of each other</p> <p>We adopt a fair, and involving approach regardless of any way in which an individual is different to us</p>	<ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs</li> </ul>	<ul style="list-style-type: none"> <li>• I feel my culture and background are respected</li> <li>• I have confidence that action is being taken</li> <li>• I feel I am treated fairly</li> </ul>
<p><b>INTEGRITY</b> We act with openness, honesty, compassion, responsibility and humility.</p> <p>We let people know what we are doing and communicate why and how decisions have been made.</p>	<ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others</li> <li>• I am honest and transparent about the decisions I take</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome</li> </ul>	<ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me</li> <li>• I feel my perspective is listened to and understood</li> <li>• I feel my views are valued</li> </ul>
<p><b>WORKING TOGETHER</b> We work together and in partnership with everyone that has an impact on the lives of our residents.</p> <p>We want to understand, learn from each other and continually adapt</p>	<ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice</li> </ul>	<ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments</li> <li>• I find it easy to access the services that I need</li> <li>• I feel the Council is open to new ideas</li> </ul>