**Head of Customer Services**

The Head of Customer Services, reporting to the Managing Director, will control and report on a substantial budget, manage key relationships.

This role will also include customer visits to various Taylor Wimpey sites.

**The Role:**

* Operate as part of the Business Unit (BU) Senior Management Team, advising on best practice from a customer perspective throughout the build process from pre-start to successful home ownership
* Attend and actively participate in key BU meetings, including the Land Purchase Exercise, pre-build planning and Sales meetings to ensure a consistent focus on customer service is maintained at all times
* Monitor and analyse Customer Satisfaction Results, KPI’s - internal and external success measures
* Oversee all elements of complaint handling, and the complaints process within Taylor Wimpey
* Ensuring adherence to the ‘customer journey’ and that the business delivers on its commitments to all its customers
* Provide recommendations for product design, delivery and service changes, based on customer feedback, that improves the overall offering from the business
* Act as the BU lead for all customer related training, role specific Customer Service and customer interface training
* Act as the focal point for the collection and presentation of customer data, ensuring improvements in service and process are based on effective analysis, and the interpretation of relevant data

**The Person:**

* Proven experience in influencing and championing customer service strategy at a senior level, implementing and embedding improvements to systems and processes
* Able to demonstrate openness to change; continually strives to improve performance
* Polite, friendly and professional person who is solution focused and passionate about getting things right first time, but responds to challenges when called upon
* Natural and engaging communication style, demonstrating a passion and excellence for customer contact and developing relationships both internally and externally
* Role model, passionate about people development and able to lead, manage, and motivate a team
* Desirable but not essential - experience/knowledge of the house-building or a related industry

**Working Hours:**

* 37.5 hours per week, (hours per week only shown, not hours per day)
* Usual working days Monday to Friday
* And other hours as required in role

**In order to be successful in this role you must be able to prove eligibility to work in the UK.**

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.