**UK Customer Services Manager**

We are looking for a confident and motivated customer services manager with proven experience in developing customer service strategy and delivering excellent customer service – ideally at a group (Head Office) level.

The UK Customer Services Manager (UK CSM) is the Taylor Wimpey Head Office lead for the day to day management and resolution of Taylor Wimpey escalated customer issues, the collection and analysis of customer related data, and the management of customer related social media.

Working closely with the Customer Director, the UK CSM will be responsible for ensuring Taylor Wimpey’s Regional Businesses are operating to the highest standards of customer service, maintaining integrity in relation to quality assurance measures and proactively addressing underlying causes of poor customer performance.

This is an exciting opportunity for a high calibre professional who relishes the challenge of joining a growing team to develop, manage and deliver excellent service to our customers.

**The Role:**

* Assist the Customer Director with the management of the Head Office Customer Service (CS) function and the development of Taylor Wimpey CS strategy.
* Monitor and manage all incoming escalated complaints to Taylor Wimpey’s Head Office.
* Liaise with customers, the Taylor Wimpey Customer Director and the Taylor Wimpey Business Units to investigate and resolve customer issues.
* Manage, interrogate and analyse data pulled from Taylor Wimpey business units and other sources as indicated by the Customer Director, to ensure the maintenance of customer support standards.
* Manage Taylor Wimpey’s customer related social media strategy and function. Undertake regular checks of Taylor Wimpey’s social media customer related channels to ensure all customer issues are being addressed in a timely and appropriate manner.

**The Person:**

* Working at a senior level in a customer focussed role, driving CS strategy at Head Office level.
* An ability to manage senior Taylor Wimpey stakeholders, to ensure the right customer outcomes.
* Able to demonstrate efficiency and reliability in previous roles.
* Proficient in implementing improvements to systems and processes based on relevant data.
* A good understanding of social media and knowledge of social media channels.
* Punctual, reliable and accurate with detail.
* Experience/knowledge of the house-building and related industries is advantageous.

**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 across the UK.

Our people are passionate about building homes for 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 in the areas they are most interested, so if you are looking to join a thriving company at an exciting time in our development, please get in touch.