



HEAD OF CUSTOMER

The LOWE Group is the leading property guardian company in the UK. We provide property owners with cost-effective, innovative solutions to managing their vacant buildings, whilst delivering affordable accommodation for key workers, young professionals and creatives.

As we continue to expand our company and impact, we are now looking for an experienced Head of Customer to support our growth, setting the strategy and taking responsibility for the end to end customer journey, from lettings to community management and offboarding.

KEY RESPONSIBILITIES

Leadership:

- Lead the lettings and community management teams
- Set clear goals and objectives and ensure core targets are delivered against across the teams
- Develop the team, identifying skills gaps, providing training and growth opportunities
- Manage performance, ensuring a highly efficient and competent team are in place
- Effectively communicate with the team and across the organisation.

Strategy:

- Develop our customer strategy, including:
 - An optimised model of our end to end customer journey
 - Customer service
 - Customer experience
- Implement the customer strategy, ensuring it is understood and delivered across the company
- Ensure the right processes and policies are in place to deliver a consistent and quality customer experience
- Develop core success metrics and monitor performance of the customer strategy, delivering constant improvements
- Utilise Hubspot and implement other technology solutions where required to ensure efficient and effective delivery of the customer experience
- Deliver management information and reporting, communicating effectively with the board and all stakeholders.

Lettings:

- Manage the lettings team, ensuring high levels of occupancy are achieved and maintained
- Create and implement strategies for marketing new properties
- Develop and implement pricing strategies for all accommodation ensuring we maximise revenue whilst remaining true to our affordability criteria
- Ensure all lettings processes are adhered to, including customer screening and security checks

Community management:

- Manage member services ensuring a high quality and consistent service is experienced across the customer base
- Manage communication with licensees, ensuring communications and accurate, timely and consistent.
- Maintain effective relationships with licensees, taking a proactive approach to identify & resolve issues to minimise disruption at properties
- Ensure the customer database is maintained with adequate recording of information
- Manage any customer complaints, disputes and legal cases
- Oversee licensee welfare
- Manage serving licensees with notice and offboarding process.

ROLE PROFILE

This role combines both time in our Brixton office and at our portfolio of properties.

We are looking for someone who is passionate about what we do and is highly motivated by both delivering an impact driven product and achieving targets.

We are a fast-paced company and so to be successful in this role, you need to be resilient and be able to work effectively under pressure.

We like our teams and team members to be autonomous and so our roles are perfect for those who are self-motivated, ambitious and constantly striving to learn.

A positive, can-do attitude is everything.

KEY SKILLS

- Leadership
- Customer strategy
- Managing a lettings/sales team
- Community / Membership Management
- Communication
- Conflict resolution
- CRM expert (Hubspot)

BENEFITS

- £50,000 - £70,000pa (experience dependant)
- Bonus up to 10% (paid annually)
- Annual retention bonus
- 25 days holiday (+1 extra day for each year worked, up to 5 years)
- Birthday day off