

Customer Care Manager

About Highwood

Highwood sits at the forefront of inspired and sustainable development, from award-winning retirement and care homes to landmark residential projects. The company brings together experts from across the industry, who along with its partners, share a commitment to the highest standards of construction and development.

The role

In this role you will be an integral part of our Customer Care Team, managing all aspects of aftercare for our Care Homes and Housing developments, with support from our Head of Customer Care. You'll be responsible for the Aftercare operation to ensure that our clients, customers and the Highwood expectations are delivered to the highest standards.

Based at our North Stoneham Park Housing development, you will be required to manage and solve all customer queries and defects, ensuring resolutions are timely and cost-effective. The role also covers managing the post-handover defects programme for our Care homes based in Hampshire and surrounding counties and will therefore include some regular travel to these sites.

Working closely with the internal maintenance team and sub-contractors you will ensure all work is completed in a timely manner by providing effective leadership, support, planning and co-ordination.

You will be required to ensure compliance with all of Highwood's health and safety policies and procedures as well as company procedures and quality assurance.

The Person

Your passion for delivering excellent customer service is paramount to success in this role and an ability to communicate effectively at all levels is essential as you will be working face to face with our customers and clients on a daily basis. To be successful in this role you will be customer-focused, provide an efficient and professional service and work well within a field-based team as well as with subcontractors. You should be confident and capable at managing challenging situations calmly and professionally. Previous experience in a Customer Care Management role is required.

What we offer

- 26 days paid annual leave (in addition to bank holidays) - rising to 27 in year 3 and 28 in year 5
- Your birthday off
- Pension scheme – 5% matched contribution (minimum of 4% employee contribution/4% employer)
- Employee reward and recognition scheme
- Social functions – summer and winter events as well as other regular events
- Training - we recognise how important your career is and will therefore support you in your professional development.

If you are interested, please email our Head of People and Culture, Jessica Watts-Forte, with your CV to j.watts-forte@highwoodgroup.co.uk

The Highwood Group is committed to promoting equal opportunities in employment. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We welcome all applicants and are committed to an inclusive environment for all.