

Job Description

Job title	Quality Performance Coach - Property Services
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Quality Performance Team Manager

Job Purpose:

The role will ensure the quality of our customer service outcomes meets customers' expectations, by providing constructive and engaging quality monitoring and feedback to colleagues. Help develop a highly effective quality monitoring framework that demonstrates best practice from an industry and a wider sector perspective.

The role will be responsible for maintaining high data quality in, in Uniclass and other relevant systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management of all compliance elements within your defined areas. Ensuring consistent, high-quality operational delivery by maintaining accurate and up-to-date knowledge resources, supporting effective onboarding, and embedding best practice across teams.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Quality Performance Team Manager, this role will have responsibility to improve customer outcomes through delivery of a quality monitoring/feedback programme.

Key Accountabilities:

- Maintain the Knowledge Bank and Onboarding Passport, share process updates with the team, complete quality checks on work, and review feedback and performance information. Investigate cases that fall outside targets, complete reports and spot checks, and help make sure data is accurate and procedures are followed.
- Support new colleagues during onboarding and provide regular coaching and guidance to Operations Support team to help them follow best practice, build confidence using different channels, and deliver a positive customer experience.
- Responsible to deliver the right outcome for our customers in a safe and timely way.
- Monitor and evaluate a representative sample of customers' experience each month, across all channels to provide an overall assessment of customer service quality provided to our customers.
- Update systems with outcome of quality assessments along with any supporting notes for feedback, tracking and reporting purposes.

- Provide support and coaching to the Operations Support/Property Services team to improve their knowledge and overall experience they provide to customers.
- Develop and maintain strong and professional operational relationships to encourage the sharing of best working practice to contribute to a culture of continuous improvement.
- Provide feedback within agreed timelines to Operations Support Managers on the outcomes of quality insights for their team.
- Review and analyse trends in results to help drive improvements, contributing to improved customer outcomes.
- Provide timely, up to date feedback to Operations Support Managers about performance trends or changes to processes. And embed a standardised approach to achieve the contact vision.
- Positively promote the role of the quality team and benefits to our colleagues during initial induction, team meetings and ad hoc 121's or meetings.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance team for consideration and/or investigation.
- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Focused on delivering great outcomes for customers.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Ability to validate, impact assess and to escalate data issues as required.
- Confident in presenting information clearly and effectively to a range of audiences.
- Strong communication and active listening skills
- Confidence to make informed decisions

Desirable

- Developed coaching skills to inspire others to optimise performance and ‘do the right thing’ for our customers.
- Excellent stakeholder management experience, with an ability to engage internal and external colleagues to achieve desired customer outcomes.
- Demonstrate a good level of knowledge of services across Property Services and wider team and local teams.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5131	Rachel Matthews	22/05/2026	