

# Job Description

<b>Job title</b>	Aftercare Manager
<b>Profession</b>	Customer & Community
<b>Band</b>	E
<b>Directorate</b>	CIDO (Investment and Development)
<b>Accountable to</b>	Head of Aftercare

## Job Purpose:

The role will be responsible for providing an exceptional aftercare service efficiently and effectively for internal and external stakeholders through the management and resolution of defects for the portfolio of SNG projects in-defects, managing customer calls, claims, resolutions, defect inspections and stakeholder relationships.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within the broad direction set by the Head of Aftercare, this role will deliver key accountabilities.

## Key Accountabilities:

- Take the lead responsibility for managing customers after they move into their new homes and for the first year after occupation.
- Review residents' manuals and other information required by customers and carry out home demonstrations with homeowners.
- Provide regular updates and communicate with customers and other relevant stakeholders.
- Create and maintain accurate customer contact details, individual plot files and technical files on all aspects of the aftercare service.
- Maintain accurate and up to date records of all defect management and share with project delivery team as part of collective scheme reviews.
- Ensure that all defects/snags are managed professionally, booking appointments and follow up calls with customers and contractors, and resolved within the required timescales.
- Diagnose defects from customer calls, assign accurate works orders to the original contractor or developer in accordance with the agreed defect rectification process.
- Take ownership of more complex defects, instructing investigations and agreeing remedial works required to rectify the defect, until a satisfactory solution is achieved.
- Set up and manage a defects tracker for each project.
- Prepare and analyse monthly reports and identify and address any areas of underperformance.

- Manage contractual relationships with contractors and developers and ensure that defects are rectified in accordance with the contract, in collaboration with the employer's agent and Project Manager.
- Address contractor or developer underperformance in a professional and assertive manner, in collaboration with the employer's agent and Project Manager.
- Attend internal and external project meetings and to advise on the requirements of the Aftercare team.
- Attend milestone events during the construction process, including benchmark snag, demonstration days and key site meetings, and advise on the requirements of the Aftercare team.
- Understand how all equipment and systems installed in individual homes work and be able to effectively demonstrate this to customers.
- Manage the organisation and completion of end of defects inspections. Attend all on-site inspections and coordinate the works required until completion and the certificate of making good defects is issued.
- Identify any defect trends and feed this back into the processes, procedures and products used by the Development department. Identify any lessons learned and propose improvements that can be implemented on future projects.
- Provide new home demonstrations to all sales customers in their new homes post or pre-occupation (Including all shared ownership and private sale tenures).

### 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

- Time-served relevant experience working within residential developer, house builder or housing association.
- Customer-focused mindset with a passion for delivering exceptional service.
- Commitment to understanding the unique needs of customers and ensuring they are met with care and respect.
- Able to manage evolving demands in a dynamic housing environment, balancing the needs of customers with operational constraints.
- Uphold values ensuring fairness and transparency in all interactions.
- Ability to build effective relationships with customers, colleagues and other stakeholders.

- Exceptional communication and interpersonal skills, with good conflict management.
- Proficiency in customer service software, digital platforms and defect management systems.
- Strong attention to detail and commitment to quality.
- Ability to validate information, diagnose defects and demonstrate attention to detail.
- Understanding of building warranties, contracts and how they differ between projects to understand and communicate the level of service to be provided.
- Ability to work under pressure and manage multiple priorities.
- Able to interpret drawings, specifications and other building contract documentation.
- Proficient in the use of the Microsoft Office package especially Word, Excel, Outlook etc.
- Ability to work on own initiative and within a cross functional project team.
- Valid UK driving license and access to own vehicle insured for business purposes.

*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.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	4968	Jim Dyer/ Lianne Head	05/2025	
2.0	4968	Lianne Head	07/2025	