

Job Description

Customer Relationship (rent-flex) Officer

Length of contract: Permanent

Salary: Up to £25,000 plus contributory pension 3% - 5%

Reports to: CRM Lead

Purpose of the role: This role has two main purposes. First, to manage the rent-flex pilot project, liaising with at least three social housing organisations, as well as consortia members and marketing colleagues. Secondly, to support the Customer Relationship Lead in retaining and growing the Insight and other licensing product book.

Responsibilities	Deliverables
Support the development of an onboarding process	Onboarding process for organisation's signing up to rent-flex
Coordinate the pilot project, involving three or more HAs	Pilot completed
Manage key customer relationships, including proactively communicating with each pilot organisation	Pilot organisations engaged with project
Arrange project meetings, ensuring appropriate attendees are invited and involved	Minutes and action logs
Maintain and update key spreadsheets and shared documents relating to the pilots	Spreadsheets kept up to date
Day to day management of consortium partners and independent evaluation company	Minutes and action logs
Support the CRM Lead in managing demos, monitoring usage, liaising with users and arranging training	Log of demos, action logs and training log
Support the CRM Lead with invoicing process	Invoices paid on time
Professional development in place	
Other duties as assigned	

Working with: CRM Lead, Business Development Director and Head of Marketing, rent-flex consortium members, IFF Research and pilot organisations

Rent-flex

The Customer Relationship (rent-flex) officer will play a critical role in the delivery of a pilot involving three housing associations testing the rent-flex platform. This platform enables residents to propose monthly payment plans so that they can underpay and overpay according to demands on their income.

The first part of this pilot involving residents of Optivo has already started and over 450 residents have signed up to the rent-flex platform. Your role would be to work with the dedicated contact at Optivo, liaising with him around issues relating to the platform, discussing practical learning from the current pilot and responding to requests for support.

We have now secured funding to expand this pilot to involve another two housing associations: MTVH and Inquilab. We will be onboarding these two HAs in October and November. Your role will be to work with consortium members to develop and codify the onboarding process, taking a lead in liaising with dedicated personnel within each housing association. As each HA is onboarded onto the platform, you will then lead on a day-to-day basis with them, supporting the promotion and onboarding of residents onto the rent-flex platform.

We are in the process of developing a reporting dashboard and you will take a lead in monitoring this, identifying where there are issues with any of the three pilot organisations. You will also be a point of contact for the independent evaluators, IFF Research, as they conduct their ongoing evaluation of the pilots.

We are also looking to secure further funding to onboard additional housing associations onto the pilot, so that we can test the platform across multiple audiences. If and when this happens, you will be responsible for onboarding and managing these relationships.

The rent-flex consortium is aiming to launch the product to market in April 2023. You will play a critical role in this, liaising with the Business Development Director and Head of Marketing to support them as they build and launch the product to market.

Insight and other licensing products

The Customer Relationship (rent-flex) officer will also play a critical role in supporting the CRM Lead as they retain and grow the Insight and other licensing product book.

HACT has two Insight tools. [Community Insight](#) is an open data mapping tool that allows subscribers to upload postcodes and heatmap them against over 1500 open data indicators. Subscribers are mainly housing providers, but also other registered providers and community and voluntary sector

organisations. [Value Insight](#) is a tool that enables users to plan, measure and report against their social value outcomes, using the Wellbeing Valuation methodology.

HACT also sells licenses to its UK Social Value Bank and has plans to develop further licensing and subscription products in the future.

This role requires energy, intelligence, and enthusiasm. In addition to the core person specification and skills, we are looking for a driven candidate to grab this opportunity with both hands and meet the challenges faced in our sector with an ambitious attitude and an adaptable approach.

If you want to use your powers for good and help shape the next chapter of social change, then we want to hear from you – apply today!

About HACT

HACT partners with organisations across the housing sector to drive value for residents and communities through insight-led products and services which encourage innovation and foster collaboration.

We help them measure their social value, better understand the communities they serve and connect with like-minded organisations.

Person specification

Essential skills and experience

- Project management, customer or stakeholder relationship and monitoring and measuring data.
- Develop and codify processes, and how these can develop into sustainable business practices
- Ability to engage, communicate and build relationships with a wide range of stakeholders, including across different departments, including communications, IT, income and community investment
- Strong communication and interpersonal skills.
- Expertise and agility to respond to queries, often under time pressure.
- Ability to work autonomously to drive programmes of work.
- Excellent time management and agile working skills.

Desirable skills and experience

- Experience in a role involving the development of a product, projects and/or processes.
- Experienced in using new media as a vehicle for building awareness and generating engagement.
- Entrepreneurial and a willing, fast learner, for example, about how to bring organisations onto online platforms
- An enthusiasm to work at the cutting edge of new thinking and the ability to be flexible, adaptable and to thrive on the challenge of developing new services.

Behaviours

- Innovative, an enthusiasm to work at the cutting edge of new thinking and the ability to be flexible, adaptable and to thrive on the challenge of developing new services.
- Expertise and agility to respond to queries, often under time pressure.
- Excellent time management and agile working skills.
- Personable, love working with other people