

# Customer inspector role profile

Customer inspectors check we are delivering the Regenda Service Promises. They identify what needs to be improved to help us meet the needs of customers. This includes -

- Talking to other customers about our services.
- Complete forms and documents, reporting on the strengths, weaknesses and recommendations for services.

Inspections could include -

- Inspecting ready-to-let properties to ensure we are meeting our void standard.
- Inspecting schemes following cleaning, window cleaning and gardening.
- Visiting local offices to test the quality of our services.
- Listening into calls.

The information you will gather will be used to check if our performance delivers against our Service Promises.

Becoming a Customer Inspector has many benefits -

- It will look excellent on your CV.
- You will develop skills in communication, inspection techniques, analytical thinking and data collection.
- It will build your confidence and enhance your experience for any future job opportunities.
- Each time you complete an inspection you will be entered in to a quarterly prize draw to win £25 of Love to Shop vouchers!

About you –

- You do not need to have any specific qualifications or previous experience.
- You will ideally have good organisational skills, good attention to detail and be able to express your views clearly.
- You will need to be open minded, objective, be able to deal with confidential information and able to make accurate records of your observations.

A training day is required for completing the role. We will provide support and guidance throughout so you understand what is expected, and have confidence in carrying out the role.

## FAQs

Is this a paid position?

No - it's voluntary, but it is a great experience that will help you develop your skills.

Will I be required to attend training for the role?

Yes. We will ask you to attend a one off training day held at one of our offices.

How will I be expected to travel to required inspections?

You will make your own way to inspections, but we will reimburse you for your travel costs.

How often am I expected to do inspections?

There is a monthly programme for customer inspectors. We will contact you each month to explain when they would need you to do.

You are not required to commit any set amount of time, just let them know your availability.

What information do I need to gather at the inspections?

It will vary depending on the inspection. You will be given full details each time.

What will the information be used for?

The information you will gather will be used to check if our performance delivers against our Service Promises.

What are Regenda Service Promises?

Regenda Service Promises are service standards that have been developed by our residents, and are delivered as part of our everyday services. You can find them on our website.

What should I do if I identify something that requires urgent attention?

If you find something that you think requires urgent attention, please inform a manager.

Where would I be required to carry out the inspections?

You will only be expected to carry out inspections within the area you live. For example, if you live in Merseyside, you will only be appointed inspections around the Merseyside area.