

Wherry Business Excellence Team

The Wherry Business Excellence Team supports both staff and residents ensuring we are providing a service that meets the needs of the Tenant Services Authority, our Board Members and most importantly our Residents.



Assistant Director of Continuous Improvement

Sharon Perks

BET Telephone Number 01603 595139

Mobile Telephone Number 07887 851042

wherrycontinuousimprovement@circle.org.uk

Sharon is the Assistant Director of Business Excellence Team. Her role is to manage the Business Excellence Team and the Resident Involvement Team and ensure that Wherry is always striving to improve the business and delivering customer excellence.



Business Excellence Manager

Danielle Thorne

BET Telephone Number 01603 595139

Email wherrycontinuousimprovement@circle.org.uk

Danielle is responsible for coordinating performance on complaints, compliments, expression of dissatisfaction (EODS), goodwill payments and performance & benchmark reports. Danielle also leads the Wherry Equality & Diversity Staff Group.



Customer Research Officer

Vacancy

BET Telephone Number 01603 595139

Email wherrycontinuousimprovement@circle.org.uk

Responsibilities include the database and statistical analysis, customer research and customer profiling and segmentation.



Business Excellence Improvement Assistant

Jessica Ward

BET Telephone Number 01603 595139

Email wherrycontinuousimprovement@circle.org.uk

Jessica is working with the Business Excellence Team as an apprentice and will be supporting the team with administration duties.



Neighbourhood Manager – Resident Involvement

Sally Greetham

BET Telephone Number 01603 595139

Mobile Telephone Number 07736 028402

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Sally's role includes overseeing implementation of the Resident Involvement Agreement, Strategy and the work of the RI team. She works with other departments within Wherry to ensure Resident Involvement is embedded in all parts of the organisation.



Resident Involvement & Engagement Officers



Jo Coford & Gillian McEwan

BET Telephone Number 01603 595139

Mobile Telephone Numbers 07827882802 (Jo) 0778 9927905 (Gilly)

Email wherrycontinuousimprovement@circle.org.uk

Jo and Gillian are responsible for recruiting, advising and supporting all Wherry resident involvement groups including Way Ahead With Wherry (WAWW), residents associations, mystery shoppers, patch panel members and YELL. They support the groups with action plans, newsletters & panel meetings, capturing feedback and outcomes of all resident involvement activity.