
JOB DESCRIPTION

Complain Resolution Officer

Line manager	Complaint Resolution Team Leader
Directorate	Housing
Team	Customer Services

KEY INFORMATION

Job title	Complaint Resolution Officer		
Location	Hybrid - Midlands / East of England with travel across our geography as required	Line manager	Complaint Resolution Team Leader
Salary	Up to £31,675.28 per annum	Directorate	Housing
Hours	36.25 per week	DBS requirement	N/A

MAIN PURPOSE OF JOB

- To work closely with colleagues, contractors and customers to deliver a high-quality complaint service. There will be a strong focus on quality, early resolution, and effective communication.
- Targets to be consistently met (quality, satisfaction, and productivity) in line with our complaints policy.

CORPORATE TASKS

- Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- Contribute to the operational plans for the Housing service ensuring that key objectives are met. Aid continuous improvement and service success.
- Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- Champion the Housing department through continually improving processes and outcomes for staff and customers.
- Identify opportunities to grow and develop services, considering Value for Money in all actions.
- Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

KEY TASKS AND RESPONSIBILITIES

- In line with our complaints policy, there is a requirement to deliver a high-quality complaint service, with a strong focus on early resolution, quality, and effective communication.
- To champion and promote a positive complaints culture across Longhurst Group (including our partner contractors).
- To be an advocate on behalf of the customer by providing independent and impartial advice when working with colleagues and contractors.
- Working closely with our colleagues and partner contractors to coordinate a quality and timely resolution response by gaining an insight into the customers' requirements and applying pro-active solutions.
- To consistently meet agreed internal targets (quality, satisfaction and productivity) on a monthly basis.
- To ensure all formal complaint cases are responded to within the agreed timescale and service standards.
- To communicate with customers throughout the complaint case so a strong rapport is gained, and individual circumstances are considered. This may include contacting customers at a convenient time to them (outside normal working hours).
- To ensure all actions agreed as part of the complaint resolution are monitored and completed within the agreed timescales. This includes follow up communication to customers, our partner contractors and colleagues where required.
- To provide a strong line of communication with colleagues, contractors and stakeholders to ensure our service standards are met and high customer satisfaction levels are achieved.
- To actively gather lessons learnt from complaint feedback to aid service improvement.
- To continuously develop your knowledge and expertise of company practices and policies to ensure a high-quality complaint service is delivered.
- To develop and maintain colleague, contractor and third-party relationships. To champion the complaints service and represent the team by attending meetings upon request.
- To ensure Group data protection and information governance procedures are adhered to. Including the recording and managing of all customer interactions on our CRM Dynamics system.
- To carry out any additional tasks to support the Customer Service Team as directed by the Complaints and Improvement Manager.

GENERAL REQUIREMENTS

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development
 2. To demonstrate and champion the values and behaviours of the Group.
 3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
 4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
 5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
 6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
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OUR VALUES

Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



In it Together

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity



Heartfelt Service

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



Own it

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



Pushing the Boundaries

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward



Fun and Fair

We work hard, enjoy it and treat everybody equally with respect and honesty.

ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date:

August 2023

Review Date:

To be reviewed as part of the Job Description review process

Person Specification

Complaint Resolution Officer

The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification and our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Essential Criteria

Educated to a good standard of literacy and numeracy through relevant training and experience.

Experience of working in a fast-paced customer focused environment.

Experience of achieving individual targets and actively contributing to team objectives.

Proven experience of resolving complaints successfully.

Proven ability to work in collaboration with colleagues and key stakeholders.

Experience of using a variety of ways to communicate with customers and achieving customer care excellence.

Excellent communication, listening and interpersonal skills.

Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Promotes equality of opportunity for all people as employees or customers.

Promotes an environment where everyone can thrive and reach their potential.

Recognises and values the diversity of the communities where the organisation works.

Desirable Criteria

Experience of case management and producing high quality complaint resolution letters.

Relevant professional qualification or an equivalent qualification.