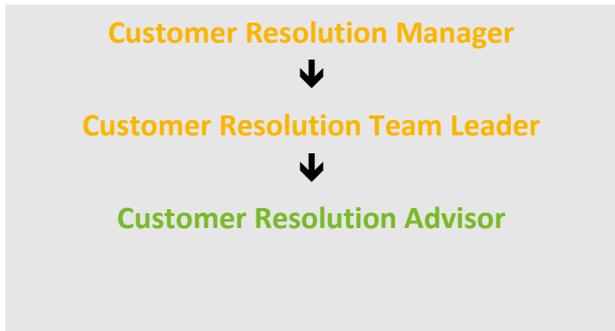


Customer Resolution Advisor

Grade	Contract Type
G	Homeworker 1



Department	
Customer Services	Customer Resolution Team

Role Overview

As a Customer Resolution Advisor, you will be responsible for managing and resolving customer complaints and dissatisfaction in line with the Housing Ombudsman Code. You will act as a central point of contact, ensuring customers feel heard, supported and informed. This is a fast-paced role requiring exceptional organisation, strong communication skills and the ability to manage multiple and sometimes conflicting priorities. You will work collaboratively across departments, building positive relationships with colleagues at all levels to reach timely, fair and customer-focused outcome.

RESPONSIBILITIES

- Manage a varied caseload of complaints, enquiries and service requests, ensuring timely and effective resolution.
- Proactively identify issues early to prevent escalation and address dissatisfaction
- Communicate clearly, professionally and sensitively with customers through calls, emails and well-crafted written letters
- Ensure all responses adhere to the Housing Ombudsman Code and internal policies
- Engage with teams across the organisation to gather information, drive resolution and support continuous improvement
- Maintain accurate, detailed case records and documentation at all times
- Identify trends and contribute to lessons learned to improve our service delivery
- Provide excellent customer service with a focus on empathy, fairness and accountability, tailoring services appropriately for vulnerable customers or those who need reasonable adjustments
- Undertake additional duties appropriate to the role and/or grade.

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

STRENGTHS

- ✓ Ability to work independently and make effective decisions
- ✓ Customer-centred, always striving to deliver service that reflects our values and mission
- ✓ Detail-focused, with excellent record-keeping and a commitment to accuracy
- ✓ Knowledge and experience of using multiple ICT systems, including Microsoft Office

ESSENTIAL REQUIREMENTS

- ✓ GCSE English & Maths (or equivalent)
- ✓ A strong communicator, confident in your ability to write clear, professional letters and explain complex information simply
- ✓ Proactive, taking ownership of issues and driving progress toward fair outcomes
- ✓ Highly organised, able to manage deadlines and competing demands with ease
- ✓ Resilient and calm under pressure, able to handle difficult conversations with empathy and professionalism
- ✓ Collaborative, skilled at building rapport quickly and working with colleagues at all levels

BENEFICIAL TO THE ROLE

- ✓ CIH qualification
- ✓ An understanding of Social Housing Regulation in particular Consumer Standards and the Housing Ombudsman's Complaint Handling Code
- ✓ Experience of working with vulnerable customers
- ✓ Experience working with vulnerable customers

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