

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Complaints Officer	Complaints Team Leader	Customer Insight & Experience	Complaints	G

<p>Job Purpose:</p> <p>Contribute to the successful delivery of Your Housing Group's approach to handling customer complaints, service failures and compliments, reviewing outcomes to ensure an appropriate resolution has been achieved.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Ensure that all customer enquiries are accurately recorded, correctly assigned/allocated to ensure maximum efficiency in the delivery of resolutions, ensuring compliance to company policy in line with Service Level Agreements (SLA's).
2. Facilitate the daily operation of the Service Failure and compliment recording system, ensuring all Service Failure enquiries are appropriately allocated and matched to the corresponding area of the business to maximise efficiency and assist in the delivery resolution within the 10-day timeframe
3. Provide guidance, advice and training on the Service Failure system/process to allow maximum benefit and recording of data/progress/resolution
4. Administrate and collate all data requirements to facilitate Ombudsman enquiries
5. Analyse Service Failure data and produce system reports for review by the Strategic Leadership Group
6. Identify and facilitate system updates in line with organisational requirements
7. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Understand compliance and operational processes 	
Skills	<ul style="list-style-type: none"> Ability to analyse Service Failure data and create meaningful and clear reports Ability to impart knowledge and expertise in Complaints handling and deliver appropriate training Strong communication skills 	
Experience	<ul style="list-style-type: none"> Experienced in complaint handling across all disciplines Understanding of operational processes Understanding of legal requirements / compliance for complaints 	
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> Sector recognised training

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Internal stakeholders and staff across all levels, residents and external stakeholders

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Input into the system all Service Failure enquiries within one working day of receipt
2. Analyse Service Failure data and produce fortnightly highlight report and communicate to Strategic Leadership Group
3. Prepare all information required by the Ombudsman within the specified timeframe
4. Undertake updates to the Service Failure system within three working days of receipt

Date Role Profile Created/Updated:	April 2020
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