

Customer Resolution Team Leader

Grade

F

Contract Type

HomeWorker 1

Head of Customer Services



Customer Resolution Manager



Customer Resolution Team Leader



Customer Resolution Officers

Department

Your Response



Resolution

Role Overview

Manage a team of Customer Resolution Advisors providing coaching, support, and development.

Responsible for resolving complex complaints, CEO complaints and responding to MP, Councillor and Ombudsman enquiries

RESPONSIBILITIES

- ✓ Manage the day-to-day operations of a small Customer Resolution team, providing support, advice and coaching to resolve complex issues.
- ✓ Enable the Customer Resolution Team to function efficiently by taking responsibility for coordinating the team's workloads and escalated calls
- ✓ Responsible for managing resource in the team ensuring cover for periods of planned and unplanned absence.
- ✓ Contribute to the continuous improvement of the service by working with the Service Manager, and both internal and external partners and stakeholders
- ✓ Ensure all Customer enquiries are appropriately recorded, assigned/allocated to ensure maximum efficiency in the delivery of resolutions to ensure appropriate outcomes
- ✓ Work with and monitor the performance of Customer Resolution Officers to ensure that company policy is adhered to in line with Service Level Agreements.
- ✓ Responsible for resolving complex complaints, escalated to Stage 2, including CEO complaints, and responding to MP, Councillor and Ombudsman enquiries.
- ✓ Collate and produce Ombudsman Complaint Case files, ensuring all relevant and accurate information is captured and responded to within timescales to allow investigations to take place.
- ✓ Participate in, and share best practice, with the Learning Group providing them with information and guidance to enable business improvements to be identified.
- ✓ Undertake additional duties appropriate to the role and/or grade.

Our values



STRENGTHS

- Experienced people manager, able to support and develop team members
- Able to build maintain effective relationships with external business partners and organisations that work closely with Your Housing Groups customers
- Clear and articulate communication skills, both written & verbal
- Able to impart/Share knowledge and expertise in Complaints handling and deliver appropriate training
- Ability to work autonomously with minimal supervision
- Strong customer focus and a customer first mentality

ESSENTIAL REQUIREMENTS

- ✓ Proven experience of leading and developing a team
- ✓ Demonstrable experience of delivering a high-performance service
- ✓ Experience of delivering training, direction, and coaching
- ✓ Proven experience of managing and providing solutions to more complex, second tier level complaints
- ✓ Good reporting and analytical skills
- ✓ Experience of agreeing, setting, and monitoring performance targets

BENEFICIAL TO THE ROLE

- Experienced in complaint handling across Multidiscipline teams
- Social Housing experience
- Knowledge of The Housing Ombudsman Complaints Handling Code
- Sector recognised training (e.g., The Housing Ombudsman Service / Traineeeasy Dispute Resolution e-learning)

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