

Senior Customer Resolution Officer

Grade

F

Contract Type

Homeworker 1

Head of Customer Services



Service Manager – Customer Care



Senior Customer Resolution Officer



Customer Resolution Advisers

Department

Customer Services



Customer Resolution Team

Role Overview

Lead Officer for the effective management of Housing Ombudsman Service complaints, completing investigations and ensuring compliance with determinations.

Investigate and respond to complex stage 2 complaints to ensure effective resolution within timescales.

Identify learning and root causes of complaints and use this to improve our customer experience.

RESPONSIBILITIES

- Collate and provide evidence in response to formal Housing Ombudsman investigations, in an accurate and timely manner.
- Ensure investigations are detailed and comprehensive, addressing concerns raised by the Housing Ombudsman, minimising risk and ensuring external legislative and regulatory requirements are met.
- Ensure that YHG are compliant with any orders made as part of Housing Ombudsman determinations, that these are recorded, they are delivered by the relevant Service Lead and that sufficient evidence is provided to the Housing Ombudsman within timescale.
- Develop and maintain detailed case folders for each Housing Ombudsman enquiry/investigation, including accurate and ordered information, final investigation reports and evidence in relation to orders and recommendations made through determinations.
- Carry out review of cases escalated to the Housing Ombudsman identifying service failure and learning and impact on our customers, particularly in relation to any vulnerabilities.
- Manage our relationship with the Housing Ombudsman Service via their online portal, ensuring this is reviewed each day and that any requests are actioned.

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

- Lead required case or service reviews required as a result of Housing Ombudsman determinations.
- Responsible for working closely with internal colleagues including Leadership Team and Heads of Service to ensure that learning from complaints and best practice is reviewed and implemented into changes to policy/procedures. Responsible for investigating and resolving complex Stage 2 complaints, including CEO complaints and responding to MP, Councillor enquiries.
- Provide support and advice to the Customer Resolution Advisers in managing Stage 1 complaints and provide effective line management.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Excellent attention to details, organisational and analytical skills.
- ✓ Problem solving and negotiation skills that are utilised to obtain the best solution for our customers.
- ✓ Planning, co-ordination and organisational skills.
- ✓ Knowledge and experience of using multiple ICT systems, including Microsoft Office.
- ✓ Ability to work independently and make effective decisions to ensure outcomes.
- ✓ Strong communication skills, both written and verbal.

ESSENTIAL REQUIREMENTS

- ✓ Strong understanding of Social Housing Regulation in particular Consumer Standards and the Housing Ombudsman's Complaint Handling Code.
- ✓ Significant demonstratable experience of managing complex complaints and delivering customer focused outcomes.
- ✓ Ability to work independently and take effective decisions.
- ✓ Resilient and able to deal with tight deadlines and competing priorities.
- ✓ GCSE Maths and English (or equivalent).

BENEFICIAL TO THE ROLE

- ✓ Experience of working with the Housing Ombudsman Service.
- ✓ CIH Level 4 qualification.
- ✓ Experience of working with vulnerable customers.