

Job Description and Person Specification



SCH shares the council's responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

SECTION A: Specific Role Profile

Post Title	Complaints Resolution Manager	Post No	tbc
Directorate	Customer Service, Transformation and Business Support		
Team	Customer Contact		
Band and Salary	Band E £33,820 - £39,493 per annum. Incremental progression is subject to performance.		
Responsible to	Customer Contact Manager		
Location	Endeavour House (hybrid working)		
DBS Check	Not Applicable		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Car user status	n/a		
Special conditions	n/a		

Role Purpose

The postholder is part of the Customer Service, Transformation and Business Support directorate, but provides support across the whole of SCH, as well as within SCH's contact centre, which handles a diverse range of enquiries via telephone and digital channels.

The postholder will play a key role in implementing innovation and change by co-ordinating SCH's management of complaints, compliments and information enquiries from customers, ensuring the provision of high quality and timely responses in accordance with regulatory standards, whilst driving organisational improvement through the identification and dissemination of learning from these contact points.

Role Responsibilities

The postholder will work as part of the Contact Centre management team, based within the Contact Centre Team, reporting to and working closely with the Customer Contact Manager.

The postholder will manage the Stage 1 complaints process and reporting intelligence, performance and learning from all customer feedback (complaints, compliments and comments). This will include

responsibility for reporting customer feedback trends to the Executive Leadership Team and annual reporting (or as required) to the Board.

The postholder is also responsible for co-ordinating training and support for managers in relation to customer feedback, identifying training needs through the monitoring of the quality of services provided to customers.

Specific duties include:

- To manage a team of Complaint handling officers responsible for complaint handling up to Stage 1 of the complaints process, motivating and inspiring them to achieve excellence in complaint handling
- To co-ordinate reporting on Stage 1 complaints, providing updates to ELT and the Board as required.
- To lead the team to be solution focused and manage collaboration across SCH in relation to Stage 1 complaints.
- To ensure compliance with the Housing Ombudsman Complaint Handling Code throughout the Stage 1 complaints process
- To seek and respond to feedback and learning from Stage 2 complaints
- To deliver feedback to Complaint Handling officers to ensure a cycle of continuous improvement
- To ensure Stage 1 complaint responses are accurate, timely, properly recorded and auditable
- To develop and deliver training to update staff on new guidance and/or encourage a best practice approach in handling complaints.
- To support organisational self-assessments against best practice standards (e.g. from the Housing Ombudsman) and develop and co-ordinate consequent remedial action plans, reporting to the Board and ELT.
- To co-ordinate stage one complaint investigations, identifying suitable lead employees or, where appropriate, undertaking the investigation and preparing draft responses to the customer.
- To continuously develop knowledge in relation to complaint handling, for example join the HOS centre for learning and keep informed of 'spotlight' reports. Extracting key learnings for the SCH complaints process
- To be responsible for the gathering of evidence, reports and documents relating to the Stage 1 complaints, to provide support to the Complaints Manager responsible for SCH's formal response to an Ombudsman investigation.
- To undertake complaint reviews, identifying learning and sharing this with colleagues and senior managers as appropriate.
- To develop a process improvement cycle from learning within Stage 1 complaints and deliver these improvements across SCH
- To analyse and present findings from Customer Satisfaction Surveys, to ensure the customer voice is utilised in learning from complaints

- To assist in the preparations for inspections, audits, accreditations or reviews.
- To represent SCH at relevant external meetings, e.g. benchmarking groups.
- To maintain up-to-date knowledge on best practice in areas relevant to the job role, particularly the Housing Ombudsman Service , pursuing development opportunities as agreed with the line manager and utilising the learning from those opportunities in practice.
- Participate effectively in supervision, performance and development reviews, team meetings, working groups and other meetings as required, with a view to ensuring personal and organisational continuous improvement.
- Work in line with relevant policy, procedures and legislation.
- Carry out such duties that are commensurate with the grade of the post.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Educated to degree level or equivalent or able to demonstrate extensive theoretical and practical knowledge and experience of this business area	Member of CIH or relevant professional body	Application form and certificates
	Evidence of continuing professional development		
Experience & knowledge	Experience in developing and/or managing customer management systems, in particular feedback and quality information systems		Application form and interview
	Demonstrable experience of leading and contributing to projects to improve customer access to services, demonstrating good project management skills		
	Demonstrable understanding of the principles and practice of performance management and continuous service improvement		Application form and interview
	Knowledge of the statutory framework for the governance of a housing organisation	Understanding of the statutory framework for local government decision-making	Application form and interview
	Experience of working with the Housing Ombudsman (or another regulatory body in a similar context)	Understanding of the social housing operating context	Application form and interview
	Excellent communication skills (spoken and written) with the ability to communicate with staff, external suppliers and others at all levels		Application form and interview

Skills & abilities	Excellent organisational skills, able to prioritise and be resilient when there are competing work demands and tight timelines		Application form and interview
	Able to motivate and challenge colleagues outside line management structures to achieve organisational goals		Application form and interview
	Customer-focused, with a drive to improve services		Application form and interview
	High level of computer literacy, particularly with Microsoft Office		Application form and interview
	Able to analyse and interpret data, producing reports and information from management systems		Application form and interview

Core Behaviours	Excellence - with enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Simplicity - you actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	Trust and Respect - you are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	Working Together - you work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Responsibility - you take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview

Compiled/reviewed by	Claire Albrighton
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