

Yorkshire Housing Role Profile

Job title:	Customer Resolution Expert	Leader of others:	No
Reports to:	Customer Resolution Lead	Contract type:	Agile Homeworking
Business Area	Customer Insight & Engagement	Budget holder?	No

Job purpose

To be a customer service and resolutions expert advising Yorkshire Housing on best practice in line with our regulators tenant satisfaction measures, changes in consumer regulation and the requirements of the Housing Ombudsman Complaint Handling Code.

Collaborating with and advising colleagues within the customer insight and engagement team and influencing all Yorkshire Housing service teams to ensure that we are proactive in our approach and are implementing improvements as a result.

Effectively managing and prioritising all contact enquires, including taking responsibility for high business reputational risk contacts from MP's, Councillors, the Chief Exec and The Housing Ombudsman. Whilst being responsible for ensuring that customer communications within the centralised team are of a high quality and meet the requirements of the complaint handling code.

Analysing and regularly reporting on feedback themes and working with the Customer Resolution Lead to effectively drive business service improvements.

Effectively collaborating and working alongside the Yorkshire Housing claims and compensation service to ensure that we are aligned in our approach, whilst keeping the customer at the heart.

The role needs a values outcome-based collaborative approach with our customer complaints forum which is key to this role. Supporting all engagement with the forum to ensure that the meetings run efficiently, and to ensure that feedback is captured and channelled in the right way through our governance structure, including making sure that customer feedback is heard by our Customer Voice and Review Committee.

Key responsibilities

- Supporting the coordination and effective management of Yorkshire Housings customer feedback service via all methods of communication.
- Acting as a subject matter expert on complaints handling within Yorkshire Housing and proactively supporting colleagues to deliver the best possible customer experience.
- Being the expert advisor on the business approach to reporting and learning from customer feedback gathered from the regulator for socials housing's tenant satisfaction measures.
- Collaborating with other teams and colleagues to ensure that customer feedback is dealt with through the correct processes, within policy timescales and in-line with the Housing Ombudsman's Complaint Handling Code.
- Supporting the customer resolution team to produce key business insight.
- Collaborating with team colleagues to produce detailed monthly insight reporting. Including breakdowns of trends and themes in a way that supports business wide service improvements.
- Acting as checker for centralised complaints and outcome letters to ensure compliance with the housing ombudsman code.

- Effective coordination of the customer complaints forum, including administration, action tracking and the customer feedback loop.
- Ensuring that customer feedback and the customer voice from our complaint forum is driving generative discussion within the Customer Voice and Review Committee.
- Effective management of high-level reputational risk feedback, including contact from M.P.'s, Councilors, The Housing Ombudsman and Chief Exec.
- Effective coordination and management of complex, high risk complaints, role modelling complaint handling excellence at all times.
- Supporting the Customer Resolution Lead with the management of customers' behaviour in-line with the Unreasonable Customer Behaviour Policy.
- Effective collaboration with the claims and compensation team to ensure that both services are fully aligned and effective.
- Proactively seeking subject matter and sector best practice and using this to enhance the service and the role.
- Carrying out duties that may reasonably fall within scope of the role.

What you'll bring to the role

The main things:

- Knowledge of complaints handling best practice within the social housing sector, including knowledge of The Housing Ombudsman's Complaint Handling Code.
- Experience of managing and dealing with customer dissatisfaction.
- Being a true customer champion and displaying a customer obsessed approach in all that you do.
- A leader of self, who's confident and works well independently.
- A visionary who can spot opportunities for change and bring in new ideas and solutions.
- A completer-finisher, taking accountability for delivering results and making it happen.
- Experience of producing quality customer communication through all contact channels.
- Ability to influence, negotiate and challenge.
- Excellent communication and interpersonal skills.
- Proven track record of building successful relationships with internal and external stakeholders.
- Strong analytical skills and experience of providing meaningful business insight.
- Ability to make the most of technology and data.
- Excellent attention to detail with the ability to work under pressure, delivering to strict deadlines and managing conflicting priorities.
- Eagerness to develop own skills and adapt to change.
- Good levels of English and Maths.
- Intermediate level Excel skills.

It would be a bonus if you have:

- Experience of working in the social housing sector.
- Experience of working with The Housing Ombudsman.
- Experience of social housing consumer regulation and tenant satisfaction measures.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.