**Yorkshire Housing Role Profile**

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| **Job title:** | Senior Operations Manager – Complaints | **Leader of others:** | Yes |
| **Reports to:** | Head of Customer Experience Delivery | **Contract type:** | Agile-Homeworking |
| **Business Area:** | Customer Experience | **Budget holder:** | Yes |

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| **Job purpose** |
| The Senior Operations Manager will be responsible for leading, developing and engaging an ambitious and dynamic complaints operations team. Driving high quality performance levels and continuous improvements to be a “best in class” complaints service for our customers and YH in accordance with regulatory requirements.  Accountable to Head of Customer Experience Delivery and Executive board, the role is also responsible for sharing lessons learned across YH to influence and make sure all colleagues understand complaint prevention is a shared responsibility, to reduce complaint volumes and provide the best service to YH customers.  Leading and developing a positive Customer Obsessed service and team culture, which requires strong leadership and coaching skills, providing the motivation and direction at all levels with a strong focus on people retention and creating an environment that makes YH a great place to work. |

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| **Key responsibilities** |
| A seasoned operations leader with a strategic approach, experienced within a Housing Ombudsman or FCA regulated complaints operation. Accountable for the delivery of a customer obsessed complaint management process. Providing effective leadership to make sure the customer outcome performance is consistently outstanding; meaning it is honest, consistent, robust and fair for our customers and YH. This will be achieved through effective resource planning and utilisation, process adherence and making sure action is implemented and that the correct measures are in place to assess the customer experience through the complaint management process.  Accountable for the YH complaint handling policy and responsibility for making sure the complaints service is delivering to up to date regulatory requirements and SLA’s. Identifying, implementing, and continually reviewing against new regulatory best practice for the handling of complaints and changes in legislation. Making sure that all YH processes/ways of working are kept up to date to maintain a high level of regulatory compliance.  Effectively manage stakeholder relationships within YH, maintaining effective communication and regular engagement with a broad range of colleagues from front line Customer Experience Advisors to Executive board members. Sharing insight of root cause analysis with other business areas to make sure they have robust action plans that contribute to complaint reduction and prevention and holding them to account. Executing all governance and control routines relevant to Customer Excellence and Housing Ombudsman.  To lead and inspire the team to take ownership of a complaint from start to closure, making sure the customer is clear about how any outstanding actions by the business will be taken forward. Role modelling Customer Obsessed behaviours and the YH values to create and maintain a positive culture within the team that supports high performance, purpose, empowerment, accountability and professionalism across the team. Encouraging open and constructive relationships and mentor others to build effective internal and external relationships.  Lead the Complaints Operation Team to deliver an exceptional service to drive “first point of contact” resolution and drive, “best in class” complaints handling. Provide training, coaching and guidance to develop their technical expertise. Seeking continual improvements to our customer complaints journey to deliver exceptional customer outcomes, the role will also lead all interaction with the Housing Ombudsman, support a risk aware culture whilst owning operational change activities within the department.  Track key complaint KPI’s, monitor and look to improve overall performance of the complaint’s operation, to ensure we are delivering the best possible service. Utilising a data-driven approach to improve efficiencies and effectiveness in the complaints handling process, to improve customer outcomes. Making sure the team’s reporting and audit responsibilities are executed, to the highest quality.  Act as a key influencer working with the wider business to challenge them to fix underlying problems to improve customer experiences and reduce complaint volumes. Making sure any examples of poor customer outcomes that have been highlighted from root cause analysis or through the Ombudsman, are owned, addressed and improved.  Prepare and present papers and reports that represent Complaints at regular key governance committee and executive board forums. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Strong proven inspirational leadership and management skills, with the ability to motivate and develop a team in a remote environment to deliver shared goal, service and high-performance outcomes for customers and YH. * Substantial experience in complaints management (processes, reporting, operations, root cause analysis) in ideally a social housing or financial services organisation. * Detailed knowledge and proven recent experience and application of Consumer Standards and Housing Ombudsman or similar regulation and guidance. * Experience of leading and delivering change, ideally within a complaints function. * Excellent stakeholder management skills with ability to communicate, facilitate, influence and negotiate effectively up to the highest level, both internally and externally. * Level 4 Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards. * A genuine passion for delivering customer obsessed services for all YH customers; ensuring the customer voice is reflected in service delivery and design. * Excellent communication and interpersonal skills. Communicating articulately, confidently, effectively, and empathetically with people and be able educate the wider business on complaints. * Embrace challenges and be able to work under pressure in a performance critical service, identifying opportunities for positive change and the delivery of improvements. * Strong analytical skills translate root cause analysis insights into customer experience improvement initiatives. * Commercially astute, customer focused, and results orientated. * Knowledge and understanding with experience of implementation of risk & compliance management. * Eagerness to develop own skills and adapt to change. * Personal values and approach that align with YH’s values * Ability to work flexibly in line with Hub, Home and Roam principles. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. |
| **It would be a bonus if you have:** |
| * Professional management/leadership or coaching qualification |
| **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. |