**Yorkshire Housing Role Profile**

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| **Job title:** | Customer Resolution Coordinator | **Leader of others:** | No |
| **Reports to:** | Customer Resolution Team Manager | **Contract type:** | Agile Homeworking |
| **Business Area** | Customer Insight & Engagement | **Budget holder?** | No |

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| **Job purpose** |
| Your main purpose is to provide customers with a great customer experience when raising a complaint. Always ensuring that complaints are assigned correctly and handled fairly in-line with the Complaints Handling Code, whilst living our values of being customer obsessed.  You’ll be integral to the customer resolution process and quite often the customers first point of contact. Your approach will reflect all Yorkshire Housing values, with empathy at the heart. Your will embrace and champion a positive complaints handling culture, where customer feedback is encouraged and supported.  You’ll be working alongside Customer Complaint Officers to carry out in-depth complaint investigations. You’ll effectively collaborate with all stakeholders and have confidence to challenge thinking at times, leaving no stone unturned, in order to get the fairest possible outcome for the customer.  You’ll expertly and effectively communicate with customers through all contact channels, using the customers preferred method of contact in the Yorkshire Housing tone of voice. You’ll also proactively contact customers following a complaint to gain insight and learning.  You’ll be supporting colleagues and the wider business with training on the complaints process and with systems training, so you’ll really have the confidence and drive to ensure that best practice runs through the organisation.  You’ll also be a key role in the success of the Customer Complaints Forum. You’ll provide effective administration and support to the forum and attend meetings on a regular basis. |

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| **Key responsibilities** |
| * Being the first point of contact for customers who have raised feedback. * Accurate allocation and priortisation of all customer feedback. * Managing the customer resolution inbox to triage effectively. * Working in a proactive and effective way across with all service area colleagues to ensure that customers receive a great customer experience when raising a formal complaint or other feedback. * Supporting Customer Complaint Officers and Customer Resolution Experts with their complaint investigation, including fact finding, data gathering and effective questioning * Being a true customer champion and always doing what’s right for our customers. * Supporting team and wider business colleagues with any aspect of Stage 1 and Stage 2 complaint and feedback handling, which may include but is not limited to customer contact, quality written communications and action planning. * Effectively and proactively communicating with customers in their preferred method of contact in the Yorkshire Housings tone of voice. * Using empathy to understand things from the customer perspective and help deliver a fair outcome for individuals. * Supporting team colleagues to effectively drive successful outcomes from complaints, including tracking actions and lessons learned from complaints and processing compensation payments. * 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 team colleagues to produce key business insight and regular feedback. * Using internal guides and sector best practice insight to advise colleagues on the right approach’s. * Being a key support the customer complaints forum by arranging meetings, producing reports, carrying out meeting admin duties; including minute taking. Attendance at monthly meetings is also an integral part of the role which are held out of working hours. * Proactively contacting customers following a complaint to gain insight and learning. * Providing effective feedback and training to colleagues on systems and processes. * Proactively seeking subject matter and sector best practice and using this to enhance the service and the role. * Managing potential situations of conflict in a professional and effective way. * Maintaining customer and colleague facing materials and guides on the YH website and on the internal Central system. * Carrying out duties that may reasonably fall within scope of the role. |

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| **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 feedback. * A customer champion, demonstrating a “customer obsessed” approach at all times. * A tenacious approach with a “make it happen” work ethic. * A positive complaints handling focus and passion to put things right. * A leader of self, who’s confident and works well independently. * Works well in a team and has a “team success” approach; always being a consistent and reliable colleague. * A creative and curious thinker with an innovative approach to finding solutions. * An empathic approach and ability to build trust with customers. * A completer-finisher, taking accountability for delivering results and making it happen. * Experience of producing quality customer communication through all contact channels, in particular, quality written communications. * Excellent communication and interpersonal skills with all stakeholders. * 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. * Knowledge and experience of safeguarding adults and children. * Someone who can think outside the box and react quickly to changing or challenging situations. * Eagerness to develop own skills and adapt to change. * Educated to a good standard with English and Math’s qualifications. * Excel and Word 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. |