

Yorkshire Housing Role Profile



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

Job purpose

To provide customers with a great customer experience when raising a complaint. Always ensuring that complaints are handled fairly with the customers individual circumstances at the heart of all resolutions, whilst living our values of being customer obsessed.

You'll be the main point of contact for customers who have raised formal complaints. You'll develop effective relationships with them; managing situations of conflict and re-building trust. Your approach will reflect all Yorkshire Housing values, with empathy at the heart

You'll be an expert in complaint investigation, ensuring that outcomes are fair and proportionate, delivered in-line with our complaints and compliments policy and have clear actions to put things right. You'll also take ownership to ensure that actions are followed through after the closure of complaints with customers being kept fully up to date at every stage.

Analysing and regularly reporting on feedback and learning themes, you'll work with the Customer Resolution Manager and Service Improvement and Insight Lead to effectively drive business service improvements.

Key responsibilities

- Your role is Integral to the coordination and effective management of Yorkshire Housings' customer feedback service.
- 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.
- Acting as a dedicated key contact for customers who have raised formal complaints.
- Effectively and proactively communicating with customers in their preferred method of contact in the Yorkshire Housings tone of voice.
- Managing potential situations of conflict in a professional and effective way.
- Using empathy to understand things from the customer perspective and deliver a fair outcome for individuals.
- Working efficiently to address customer concerns, proactively finding suitable resolutions and effective customer redress.
- Owning actions from complaints and following them through to full completion, ensuring that customers are kept up to date at all times.
- Being a true customer champion, playing "devil's advocate" to ensure we always keep our feet on the ground and do what's right for our customers.
- Writing clear and effective communications, particularly complaint outcome letters, that use plain English and reflect the requirements in the Housing Ombudsman's complaint handling code.
- 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 on regular feedback.
- Effective coordination and management of the multiple complaints process; role modelling complaint handling excellence at all times.
- Using internal guides and sector best practice insight to provide the right levels of customer compensation that are fair and proportionate.
- Proactively seeking subject matter and sector best practice and using this to enhance the service and the role.
- Supporting the customer complaints forum by providing and presenting insight when required.
- Carrying out duties that may reasonably fall within scope of the role.

What you'll bring to the role

The main things:

- Excellent interpersonal skills at all levels with the ability to influence and challenge with great negotiation and conflict management skills.
- Excellent written and verbal communication skills and the ability to build effective working relationships with a variety of people.
- A flexible approach and personal values and approach that align with YH's values.
- Knowledge of complaints handling best practice within the social housing sector, including knowledge of The Housing Ombudsman's scheme and the Complaint Handling Code.
- Experience of managing and dealing with customer dissatisfaction and investigating complaints.
- A customer champion, demonstrating a "customer obsessed" and tenacious approach.
- A positive complaints handling focus and passion to put things right.
- A leader of self, who's confident and works well independently as well as a team; with a "team success" approach; always being a consistent and reliable colleague.
- A creative and quick thinker with an innovative approach to finding opportunities, solutions and reacting quickly to changing or challenging situations.
- Empathetic with the 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 attention to detail with the ability to work under pressure, delivering to strict deadlines and managing conflicting priorities.
- Has a good understating of budget requirements and considers value for money in all decision making.
- Knowledge and experience of safeguarding adults and children.
- Eagerness to develop own skills and adapt to change.
- Ability to make the most of technology and data.
- Intermediate and confident user of MS Office particularly Excel and Word.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers.

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.