

Housing Manager – Customer Experience

Grade 11

Job Focus

To be read in conjunction with the Housing Manager Job Profile which provides the full range of responsibilities across the function.

Role Description

- Support the Customer Experience Services Manager in delivering a responsive, customer focussed service that is efficient and effective and complies with the requirements of the Housing Ombudsman Complaint Handling Code (CHC), the Regulator of Social Housing's Consumer Standards and other legal and statutory requirements. Ensuring policies and processes are effectively implemented and embedded consistently across Homes and Neighbourhoods.
- Lead and manage the Customer Experience Team to respond to complaints and complex enquiries in line with policies and procedures ensuring the timely, effective and efficient administration of the process to conclusion/final communication with the complainant and/or other stakeholders.
- Support staff across HN to deliver an effective complaints process in line with policies and procedures, with a focus on the experience of the customer and early resolution.
- Take the lead in coordinating investigations and responses to complex or high priority cases where appropriate.
- Support the Customer Experience Services Manager and Heads of Service to deal effectively and efficiently with Housing Ombudsman investigations, reviews and appeals.
- Work collaboratively with Managers and Team Leaders to implement identified learning and service improvement, acting as an ambassador for continuous improvement and learning from complaints, taking the lead where appropriate to increase customer satisfaction.
- Coordinate, manage and report on the scrutiny programme in relation to complaints, incorporating the voice of the tenant to review the quality and effectiveness of complaint handling procedures.
- Work in partnership with Corporate Complaint colleagues to ensure a seamless complaints service is provided to all Homes and Neighbourhoods customers.
- Take the lead in authorising, processing, and monitoring compensation payments, reporting areas of concern to the Customer Experience Services Manager.
- Support the Customer Experience Services Manager to prepare performance reporting data to Senior Managers as appropriate.
- The post holder will contribute to and promote a positive complaints culture across Homes and Neighbourhoods.