



JOB DESCRIPTION

POST:	CUSTOMER RESOLUTIONS OFFICER
DEPARTMENT:	Building Services and DLO (Direct Labour Organisation)
REPORTING TO:	Customer and Business Support Manager
RESPONSIBLE FOR:	No Line Management Responsibility
GRADE:	5

ORGANISATIONAL CONTEXT:

The Customer Resolution Officer will lead on the management of complaints, Members' Enquiries, freedom of information requests (FOIs) and the resolution of complex customer issues for services within Housing Operations and the DLO

The key purpose of the role is to provide an excellent service to customers who have complaints or complex/escalated issues – primarily through ensuring that concerns are fully understood and addressed comprehensively and quickly in way that is positive and helpful for customers, minimising further issues. The Customer Resolution Officer will also play a key role in identifying and sharing learning opportunities from complaints and issues that can be used for service improvement.

MAIN JOB PURPOSE:

To provide a comprehensive, positive and effective complaint handling and resolution service to our customers. To take ownership and accountability for getting complaints resolved and followed through to completion.

To work closely with the DLO and its supporting contractors to investigate and resolve issues and provide satisfactory outcomes. To work collaboratively across BAMSDC to support the development and delivery of brilliant services to our customers, and embedding of policies and procedures within our remit, across the day-to-day activities.

To additionally coordinate and provide administrative support for legal disrepair cases for the effective delivery of disrepair projects and enquiries in a timely, cost-effective and safe manner, in line with budgets and legislative requirements and to maximise income recovery and reduce bad debt.

DUTIES AND RESPONSIBILITIES:

Complaints and Customer Experience Specific

- To manage and investigate the high volume of customer repairs complaints (across multiple communication channels), ensuring they are correctly assessed and researched, to provide the fullest response to our customers.
- To take ownership for all customer contact in relation to repairs complaints, ensuring contact is empathetic and sympathetic to the customers' concerns.

- To collate everything found to get to the root cause of the individual complaint and to provide solutions and decisions to the customer regarding their complaints.
- To take ownership of customer, MP and Housing Ombudsman Service repairs complaints, resolving them to agreed timescales.
- To actively represent the customer throughout, sharing feedback on trends, lessons learnt to ensure continuous improvements.
- To hold contractors and colleagues to account to ensure that repair complaints are responded to and resolved in a timely way and with the customer's needs fully addressed.
- Maintain electronic databases of communications – information requests, service enquiries and complaints, delivering accurate information to customers and reports to the business.
- Update the complainant on progress with their complaint and ensure their wishes are recorded and fed into any decision on how to progress the case and respond to the complaint.
- To provide feedback to managers on the performance of the repairs complaints performance and outcomes.
- Responsibility for tenant satisfaction call backs.
- To take ownership to ensure that any action promises made in a complaint response are followed through to conclusion.
- To meet regulatory requirements by upholding Service Level Agreements in place to acknowledge, investigate and respond to concerns, and share intelligence about complaints to help the business identify potential trends, themes and causes of complaints, wherever possible.
- To prepare and compose clear, professional, and persuasive communications adapting to the audience, proof reading copy to check for accuracy and that a full response is provided.
- Project a positive image of BAMSDC by providing an excellent and empathetic level of customer service to all customers.
- Maintain a clear and accurate audit trail of enquiries.
- Be the first point of contact to assist and provide expert advice on all service complaints.
- To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
- To undertake all duties with due regard to Health & Safety legislation.
- To undertake any other duties and responsibilities as required.

Legal Disrepairs Specific

- Ensure that all disrepair legal administrative tasks are completed within set timescales to comply with rent arrears, disrepair policies and procedures as well as relevant pre-action protocols, legislation and civil procedure Rules. This includes obtaining relevant documents for disclosure and preparing various paperwork, including court documents, in readiness for court hearings.
- Coordinate with customers, surveyors, contractors, external counsel, solicitors and other agencies to obtain and exchange information and documentation related to legal matters.
- Assess the urgency of situations and determine appropriate responses, monitor the status of pending items, provide follow-ups and keep management and relevant parties informed of any issues/developments by communicating a wide variety of information.
- To liaise with and provide administrative support to the DLO and where required, to liaise with external contractors and experts concerning disrepair matters, inspections, appointments, access and repairs progress.
- To raise repair works orders, monitor and coordinate the progress of the repair works and take follow-up action where needed.
- To manage and deal with payments including, arranging purchase orders processing invoices within required timescales and inputting data into the required IT system. Arranging damages and legal costs payments following instructions, monitoring payments and diarising follow-up where necessary.
- To bring forward suggestions for service improvement, to assist with developing processes and training sessions and working groups where needed.
- To maintain an up-to-date knowledge of legislation, regulations and best practise, relevant to the services provided.

- To ensure that legal disrepairs are managed and resourced effectively and that the service is both proactive and customer centric.

Additional information

- a) Does this job require a DBS check? **Yes/No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council’s statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<p>REQUIREMENTS The post holder must be able to demonstrate:</p>	<p>MEASURED BY: A Application form I Interview T/P Test/Presentation</p>
<p>EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i></p>	
<ul style="list-style-type: none"> A good standard of education with a GCSE (or equivalent) in English and Mathematics at level C or above or ability to demonstrate suitable work experience necessary for delivering the role. Customer service qualification Complaints continued professional development. Level 2 Intermediate Excel or equivalent. Qualification in typing or keyboard skills desirable A full driving license. 	<p>A</p>
<p>KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i></p>	

<ul style="list-style-type: none"> • Assisting customers with a range of enquiries across different channels including email and telephone in a busy customer-facing environment • Providing services to a diverse customer group including vulnerable people • Demonstrable experience of customer complaint handling in a similar environment. • Evidence of using complaints or case management systems to record and manage customer enquiries and complaints. • Knowledge of formal letter writing & response to complaints. • Experience of working in social housing. • Experience of assisting customers with complaints. • Experience of improving services for customers. 	<p>A / I</p>
<p>SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<ul style="list-style-type: none"> • Excellent customer service skills • High level of written and verbal skills to assist customers in a clear and helpful way across all communication channels. • Ability to communicate complex information in a clear and concise way which is customer friendly. • Good numeracy skills • Ability to quickly learn new skills and learn about different services including relevant legislation. • Ability to use supporting IT systems and follow process accurately and in real time. • Ability to effectively manage customer communications and expectations. • Ability to tailor assistance for customers who need this including those that are vulnerable, have English as a second language and/ or are facing difficult circumstances. • Ability to identify areas where customer service and supporting processes can be improved. • Ability to work within legislative, regulatory and best practice requirements including those regarding health and safety and data protection. • Excellent communication skills and ability to exchange information and positively interact with colleagues including for the purpose of problem solving for customers. • Excellent information gathering and analysis skills to understand whether policy and process has been followed correctly. • Ability to coordinate own work to time and quality standards. • Ability to encourage others to work within required time and quality expectations. • Ability to work independently to resolve problems and queries based on experience. • Ability to work within a flexible and customer-oriented team environment and provide guidance and supervision to less experienced colleagues as required. • Working knowledge of Microsoft Office packages (Word, Excel, Outlook) 	<p>A/I</p>
<p>BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing, and developing our people. Valuing our customers Being open and honest</p>	<p>I/TP</p>

Taking ownership Being ambitious	
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	AI



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.





