

# Complaints Service Assistant

## > Operations > Customer Experience > Complaints Service

### What's it all about

The centralised complaints service will ensure residents are listened to and their problems are addressed. By ensuring all expressions of dissatisfaction are captured, understood, addressed and learned from, the complaints service will improve the experience of all residents of NHG.

### How you'll make a difference

Your primary focus will be on providing administrative support to ensure the smooth and efficient resolution of complaints. While you won't directly handle complaints from customers, your attention to detail, organisational skills, and ability to work collaboratively with the team will be critical in maintaining high standards of customer service and regulatory compliance.

The admin officers key role is to support the work of the complaints service to ensure a smooth and effective complaint management process.

### How you'll do it

- Support the work of the complaints service including secretarial and administrative support including handling of confidential and sensitive material, documents and information.
- Assist in coordinating and scheduling meetings or discussions related to complaint resolution.
- Adhere to relevant policies, procedures, and regulatory requirements in handling complaints.
- Efficiently keep information/ filing/databases and systems up to date including contacting colleagues for information as required
- Assist in the collation and production of service performance data.
- Provide administrative support to the wider customer experience department as required.

- Serve as a central point of contact for team members seeking information or assistance related to complaints administration processes.
- Organise and maintain filing systems for easy retrieval of complaint-related documents and information.
- Organise internal and external meetings and events as required including drafting agendas, booking rooms, dealing with invitations and responses.
- Liaise with other departments or external stakeholders as necessary to gather information or coordinate responses to complaints.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements – TBC

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please refer to the framework. This role is at **staff** level.

#### Essential knowledge, experience and skills including qualifications and professional membership



Working better together  
for our residents

- Customer service experience
- Administrative experience
- Strong written and verbal communication skills, with a professional and empathetic approach.
- Attention to detail and accuracy in documentation and record-keeping.
- Ability to work collaboratively in a team environment and support colleagues in complaint resolution.
- Proficiency in using email systems, databases, and other relevant software applications.
- Knowledge of complaint handling principles and best practices.
- Understanding of data protection regulations and confidentiality requirements.
- Previous experience in a customer service or administrative role is desirable.