

# Complaints Manager

Operations > Customer Experience > Complaints Service

## What's it all about

The Complaint Manager role is a critical role within our new Complaints Service and will be responsible for ensuring compliance with policies, procedures, regulatory requirements and learning in the complaint process. They will also manage, develop and motivate a team within the complaints service to ensure an excellent customer experience in line with business requirements.

## How you'll make a difference

You will be seen as a Subject Matter Expert for technical opinions and contribution. You will promote a culture of service excellence with a view to achieving and maintaining a sector leading, award winning status within the complaints service. You will act as the escalation point for the complaints service, with particular focus on complex or business significant complaints.

You will be a complaints champion, who will promote the value of complaints within the organisation and ensure the business understand that complaints are an opportunity to move towards service improvement and a better customer experience.

You will ensure the Complaint Service is seen as internal auditors within the organisation due to their responsibilities in assessing risks, evaluating controls, and providing recommendations for improvement to better the customer experience.

## How you'll do it

1.To apply specialist experience and technical knowledge across the team to drive operational performance.

2.To lead by example to create and maintain a culture that supports high performance, empowerment, accountability and professionalism at all levels.

3.To provide training, coaching and guidance to members of the team and the business to develop the teams technical expertise and the businesses understanding of the process.

4.To act as a role model to encourage open and constructive relationships and mentor others to build effective internal and external relationships.

5.To build and maintain mutually beneficial trust based internal and external relationships with key Stakeholders which will lead to long term partnerships.

6.To use depth and breadth of knowledge and expertise to make recommendations for improvements to the process, service and operational issues with a focus on adding value, and improving quality and customer service.

7.To lead by example to encourage a culture of service excellence and continuous improvement in process and business results.

8.To develop Individual training plans for each team member to ensure they have the skills and attitudes required of the role.

9.To ensure complaints are managed in line with the Housing Ombudsman Service Complaint Handling Code, by project managing the team to provide high quality responses.

10.To inspire the team take ownership of a contact from start to closure, ensuring that the customer is clear about how any

outstanding actions by the business will be taken forward.

11. To monitor service recovery and complaint responses and ensure that they meet the expected standard.

12. To organise the team and work to ensure that there is always sufficient resources to provide an effective service.

- 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.

## 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 **manager** level

This is a people manager role. Please refer to our people manager standards.

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

- Experience of managing within a complex / high volume complaints handling environment or equivalent
- Experience of resolving complex multi-faceted complaints
- Experience of interpreting and applying complex legislation and or regulations to particular situations and the ability to engage in debate about these issues.
- Proven track record of delivering exceptional Customer Service
- Excellent verbal and written communication and interpersonal skills
- Ability to manage a high performing team, setting goals and clear objectives
- Confident and proactive approach to problem-solving ensuring matters are swiftly and satisfactorily resolved
- Ability to be assertive where necessary, saying no when appropriate whilst always remaining calm, professional and sensitive.
- The ability to work with and through others to achieve organisational goals; flexes communication style for different audiences.
- Demonstrates a personal confidence that engages people to listen; seeks to understand others' needs and works hard to achieve win-win outcomes.