

Senior Complaints Investigator

Operations > Customer Experience > Complaints Service

What's it all about

As a part of our new complaints service you will make sure we listen to residents about what has gone wrong and get better at resolving their issues and rebuilding relationships. You'll make sure we understand the cause of the problems and work with colleagues in the wider organisation to embed learning to improve the overall service to and experience of all our residents.

How you'll make a difference

You'll be responsible for managing and leading a team of complaint investigators who will resolve complaints in a fair and impartial manner. With a sound understanding of the regulatory timescales and deadlines associated with complex complaint resolution, you will be required to ensure the team take case ownership and conduct a comprehensive investigation using all available information and documentation.

How you'll do it

1. Provide excellent customer service when interacting with customers either in the form of correspondence, phone or at the office, adhering to our service standards and meeting diverse needs of the customer.
2. Demonstrate a personal commitment and responsibility for the service to provide a highly resolution based service, aiming to resolve complaints at the first stage.
3. Acknowledge and resolve complaints by project managing any high level customer complaints, setting the standard in providing quality responses.
4. Assist with the provision of training, coaching and guidance to members of the team to develop their technical expertise.
5. Ensure customers are responded to in a timely and customer friendly way taking into account the needs of individual residents.
6. Monitor complaint responses from the team to customers and feed back to the complaints manager where necessary to ensure that they meet the expected standard when providing the team with information.
7. Lead by example with the team and business, to encourage a culture of service excellence and continuous improvement in processes and business results.
8. Assist and manage the production of regular complaint reports providing information for the service and to the business, ensuring information captured is relevant, accurate and timely and can be used to drive change and transformation in the organisation
9. Take responsibility for ensuring all complaints are dealt with fairly across the business and in strict compliance with our policies and procedures.
10. Assist the complaints manager in providing a robust service to customers and the business.
11. Deputise for the complaints manager as required.
12. 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 **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

- Demonstrable experience of complaint handling within a regulatory environment
- Experience of managing complaints or similar process from the first stage through to the more complex regulatory responses
- Confident approach to problem-solving ensuring matters are swiftly and satisfactorily resolved
- Proven track record of delivering exceptional Customer Service
- Excellent verbal and written communication and interpersonal skills
- Great attention to detail and a results-driven approach
- Ability to manage a team, whilst project managing business significant complaints
- Ability to be assertive where necessary, saying no when appropriate whilst always remaining calm, professional and sensitive.
- Ability to remain calm under pressure, work on own initiative, pursue goals

despite setbacks and show courage and tenacity in difficult situations.