

# Complaints Service Operations Manager

## > Customer Experience > Complaints Service

### What's it all about

Your primary focus will be to ensure the delivery of excellent services to residents, raising expressions of dissatisfaction and complaints. Your role is a critical role within the Complaints Service and will be responsible for ensuring compliance with policies, procedures, regulatory requirements and learning in the complaint process. You will be the organisational expert for complaint management and manage, develop and motivate multifaceted teams within the complaints service to ensure an excellent customer experience in line with business requirements.

### How you'll make a difference

You will foster a culture of continuous improvement, mentoring your team to deliver customer-centric outcomes. You will oversee team managers, leads and officer performance, ensuring adherence to our regulatory obligations. You will use data and resident feedback to identify risks, optimise service delivery, and implement strategies that enhance resident trust. You will promote a culture of service excellence with a view to achieving and maintaining a sector leading customer experience within the complaints service.

### How you'll do it

- Lead, develop and performance-manage team managers and/or leads who oversee multifaceted complaint handling teams, or manage reputational relationships ensuring consistent high performance and professional standards across the service
- Build capability through coaching team managers to effectively manage, motivate and develop their teams, creating clear succession planning and talent development pathways
- Foster a culture of empowerment, accountability, continuous improvement and service excellence at all levels of the service
- Manage resource allocation and capacity planning across teams to maintain effective service delivery during peak periods and operational changes
- Ensure full compliance with the Housing Ombudsman Service Complaint Handling Code and all relevant regulatory frameworks across the service
- Establish and maintain quality assurance frameworks, monitoring complaint responses and service recovery actions to ensure they meet expected standards
- Act as the regulatory compliance lead for complaints, maintaining oversight of risk areas and ensuring audit readiness
- Build and maintain strategic partnerships with senior leaders, operational teams and external stakeholders including the Housing Ombudsman Service
- Work collaboratively with directorate heads and service managers to address systemic issues identified through complaint analysis and drive service improvements
- 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 - at least two days a week in an office. On other days, working from home may be possible, depending on the work needed and the interaction required.
- Manager operational performance across complaint handling teams, ensuring service level agreements, quality standards and regulatory requirements are consistently met

## 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

- Proven experience in operational management within a complex, high-volume complaints or customer service environment.
  - Demonstrable experience managing team managers and their teams, including performance management, capability building and coaching managers.
  - Experience in resolving complex, multi-faceted complaints involving multiple stakeholders and applying regulatory requirements to specific situations
  - Experience in managing resources and delivering operational efficiency and value for money
  - Track record of driving service excellence, delivering measurable improvements in customer satisfaction and achieving quality standards
  - Exceptional written and verbal communication skills with the ability to adapt style for different audiences including senior stakeholders, residents and colleagues at all levels
- Ability to make sound decisions under pressure, remaining calm, professional and objective in challenging situations
  - Strategic thinking with the ability to balance operational delivery with longer-term service development
  - Experience of working within the social housing sector or regulated customer service environment
  - **Intermediate** IT and systems skills including Microsoft office
  - This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)