

Case Resolution Officer

> Customer Directorate > Customer Experience

What's it all about

As part of Notting Hill Genesis' complaints service, you will make sure that, once we have told residents what we will put right, it actually happens. You'll support the service with resolution support after a decision has been made, helping on closing the loop on agreed actions, remedies and learning so that issues are genuinely fixed and relationships are rebuilt. You'll work with colleagues across the wider organisation to make sure outcomes land and learning is embedded to improve the overall service to and experience of residents and high-level stakeholders.

How you'll make a difference

You'll be responsible for helping to assist in delivering the resolution of complaints after a response has been issued, in a fair and impartial manner. With a sound understanding of the regulatory timescales and deadlines associated with complaint resolution, you will take ownership of the post-decision case management, coordinating and tracking every agreed action through to completion using all available information and documentation.

You will be empowered and encouraged to make decisions independently, mitigate risk for the organisation, and restore the customer relationship by making sure the resolution sticks.

How you'll do it

- Provide excellent customer service when interacting with peers and residents either in the form of correspondence, phone or at the office, adhering to our service standards and meeting the diverse needs of the customer.
- Demonstrate a personal commitment and responsibility for providing a highly resolution-based service, making sure agreed outcomes are delivered without delay.
- Take ownership of any high-risk cases once a enquiry or complaint decision has been made, project managing the delivery of all agreed actions and remedies.

- Own a case from the point of decision through to closure, ensuring that the customer is regularly kept informed of progress.
- Maximise partnership-working and collaboration between all departments to provide a responsive and coordinated service
- Ensure resolutions are delivered in a timely and customer friendly way, considering the needs of the individual residents.
- Manage and progress complex, open and ongoing post-decision cases, removing blockers across teams.
- Liaise with operational and specialist teams to make sure committed actions are completed in line with a regulatory approach to complaint handling.
- Keep accurate notes on our in-house CRM system of all customer contact and details in relation to the case.
- Maximise partnership-working and collaboration between all departments to provide a responsive and coordinated service to customers.
- Work with customers, customer representatives and other partners to manage and improve our external profile and reputation for excellent complaint resolution and learning.
- 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.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive.

Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document**.

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Great attention to detail and a results-driven approach.
- Strong organisational skills with the ability to manage and track multiple cases and actions to completion.
- Ability to be assertive where necessary, saying no when appropriate whilst always remaining calm and professional.
- Strong interpersonal skills with the ability to build effective working relationships across the organisation and with external stakeholders.
- IT and systems skills including Microsoft office.
- Awareness of political sensitivities when handling cases involving MPs, Councillors and high-profile stakeholders.
- Experience of managing complaints or a similar process through to resolution, including the more complex regulatory cases.
- 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.