

# Dispute Resolution Lead

## > Operations > Customer Experience > Complaints Service

### What's it all about

The Dispute Resolution Lead is a new role and aims to give a positive resolution to residents who have had a poor experience with NHG and deliver positive and responsive closure to their complaint. You'll work with teams who deliver the service to ensure that escalated complaints are resolved and that the risk of adverse findings against NHG are reduced.

You'll also be responsible for managing our relationship with the Housing Ombudsman Service and advising the business on ways to better service our customers and remain compliant.

### How you'll make a difference

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. We'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.

You'll be a great influencer, solution focussed and an engager of people and will use those skills to help mitigate risk for the organisation with all escalated complaints.

You'll make sure we've really listened to the residents' complaints and acted in response, so any complaints which are investigated by the Housing Ombudsman show a positive complaint handling culture within NHG.

### How you'll do it

- 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 the diverse needs of the customer.
- Demonstrate a personal commitment and responsibility for the business to provide a

highly resolution-based service, aiming to advise and assist the business in resolving any escalated complaints at the second stage.

- Provide support to Heads of Service, Service Directors and managers at the review stage of the process, including drafting complex response letters.
- Lead on reviewing complaints and compensation and advising on the correct level of rigor at stage 2.
- Assist in the production of regular Complaint Reporting for stage 2 and ombudsman cases, 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.
- Take responsibility for managing all contact and communication with the Housing Ombudsman and implementation of any improvements to ensure compliance with the Housing Ombudsman Complaint Handling Code.
- Identify potential reputational risk and work with operational teams and the complaint manager to take mitigating action and ensure learning lessons are logged, tracked and monitored and prioritised by the business.
- Be the subject matter expert for best practice and due diligence and to ensure effective management of escalated complaints and compliance with the Housing Ombudsman Complaint Handling Code.
- 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)

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.

## 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
- Influential

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

- Extensive experience in handling complex complaints and leading on resolution of high profile and business significant escalated complaints.
- Great attention to detail and a result driven approach.
- Strong analytical skills to identify trends, assisting with the production of root cause analysis around escalated complaints.
- Exceptional communication and interpersonal skills to build rapport with customers, regulators and internal stakeholders.
- Proven ability to collaborate effectively and be influential with cross-functional teams to ensure the very best outcomes for our customers

- Familiarity with relevant regulatory requirements and the ability to maintain compliance with industry standards.

- Experience of administering a complaints or similarly complex process and co-ordination of complaint handling or a comparable process at Board/Director Level

- A proven track record of delivering exceptional Customer Service

- Excellent verbal and written communication skills as well as interpersonal skills

- Knowledge and experience of communication to the Housing Ombudsman or other Ombudsman service

- Experience of working with complaints in the housing sector