

Complaints Team Manager

> Customer Services > Customer Experience

What's it all about

Reporting into the Complaints Operations Manager, the Complaints Team Manager role is responsible for managing and developing a team. You will ensure your team resolves complaints fairly, empathetically and in line with regulatory requirements whilst delivering an excellent customer experience.

You will be instrumental in embedding a culture of learning, service excellence and resolution, working with colleagues across the organisation to drive continuous improvement that will benefit our customers and the organisation.

How you'll make a difference

You will lead and inspire your team to take ownership of expressions of dissatisfaction and complaints from start to closure, ensuring residents receive fair, timely and comprehensive responses that rebuild trust and resolve issues.

With a thorough understanding of regulatory timescales and the Housing Ombudsman Service Complaint Handling Code, you will set the standard for quality complaint handling and coach your team to consistently meet these expectations.

How you'll do it

- Lead, motivate and performance-manage a team of complaint investigators, setting clear objectives and fostering a culture of accountability, empowerment and continuous improvement
- Develop individual capability through regular coaching, feedback and structured training plans that build technical expertise and customer service excellence
- Conduct performance reviews, manage attendance and address capability issues in line with organisational policies and procedures
- Create an inclusive and supportive team environment where colleagues feel valued and empowered to deliver excellent outcomes for residents
- Oversee the team's caseload to ensure complaints are resolved within regulatory timescales and in compliance with the Housing Ombudsman Service Complaint Handling Code and organisational policies
- Monitor and quality-check complaint responses to ensure they meet expected standards, providing constructive feedback to drive consistency and continuous improvement
- Manage resource allocation and workflow across the team to maintain effective service delivery during periods of high demand
- Act as the escalation point for complex, high-level or business-significant complaints, setting the standard in providing comprehensive and customer-focused resolutions
- Build effective working relationships with operational teams, service managers and key stakeholders to facilitate swift complaint resolution.
- Personally manage and resolve the most complex or sensitive complaints, demonstrating best practice in complaint handling and service recovery
- 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**.

This is a people manager role. Please [refer to our people manager standards](#).

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

- Track record of delivering exceptional customer service and achieving measurable improvements in customer satisfaction
- Experience managing competing priorities and workload allocation to meet service demands and deadlines
- Ability to remain calm under pressure, work on own initiative and demonstrate resilience and tenacity in challenging situations
- Intermediate IT and systems skills including Microsoft office.
- Demonstrable experience of complaint handling within a regulatory environment, managing cases through to resolution
- Proven experience managing, coaching and developing a team to deliver high-quality outcomes and meeting performance standards
- Experience resolving complex, multi-faceted complaints involving multiple stakeholders and applying regulatory requirements to specific situations