

# Executive Enquiries Operations Manager



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## > Customer Experience > Complaints Service

### What's it all about

You will have a critical leadership role responsible for being the primary escalation point for complex, sensitive and business critical enquiries from MPs, Councillors the CEO's office and Executive Board(EB). You will ensure swift resolution whilst protecting the organisation's reputation and maintaining positive relationships with key stakeholders.

Through effective oversight of the resolution team manager and their team, you will ensure outstanding enquiry and complaint actions are tracked, chased and completed, holding operational teams accountable for delivering on commitments made to residents and stakeholders.

### How you'll make a difference

You will directly lead and develop officers handling high profile enquiries, setting standards for quality, professionalism and political sensitivity whilst coaching them to navigate complex stakeholder relationships effectively.

You will champion the value of executive enquiries and resolution data as an intelligence source, using insights to drive organisational learning, service improvement and cultural change around accountability and follow through.

You will position the Executive Enquiries and Resolution team as one that supports senior leadership decision making, provides early warning of reputational risks, drives continuous improvement across the organisation, and ensures the business delivers on its promises to residents, MP/Cllrs and EB.

### How you'll do it

- Lead and performance manage a team manager responsible for the resolution team, ensuring effective oversight of enquiry and complaint action tracking and completion
- Directly manage, develop and performance-manage several officers handling high-profile executive enquiries from MPs, Councillors and

the CEO's office and EB

- Build capability through regular coaching, feedback and structured development for both the team manager and officers, creating clear succession planning and talent development pathways
- Foster a culture of excellence, empowerment, accountability and continuous improvement across the entire service
- Ensure all team members have the skills, knowledge and confidence to handle sensitive, high-profile matters with professionalism and discretion
- Oversee operational performance across executive enquiries and resolution functions, ensuring service level agreements, quality standards and regulatory requirements are consistently met
- Design and implement operational processes, systems and workflows that drive efficiency, quality and excellent outcomes for residents and stakeholders
- Build and maintain strategic relationships with senior leaders, MPs, Councillors, the CEO's office, EB and other high-profile stakeholders
- Champion the customer and stakeholder voice within the organisation, ensuring feedback from executive enquiries drives meaningful service improvements and cultural change around accountability.
- Work in partnership with the Complaints Service Operations Managers to align casework and priorities and ensure a consistent, streamlined approach across the service
- 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



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home may be possible, depending on the work needed and the interaction required.

## 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, enquiries or customer service environment
  - Demonstrable experience managing both team managers and officers directly, including performance management, capability building and coaching at different levels
  - Experience handling high profile, sensitive complaints and enquiries involving senior stakeholders, MPs and/or Councillors
  - Experience in action tracking, resolution coordination or similar processes that require cross organisational collaboration and accountability
  - Strategic thinking with the ability to balance operational delivery with longer term service development and reputational management
- Capability to lead, motivate and develop high performing teams at different levels, setting clear objectives and creating a culture of accountability and excellence
  - Strong political awareness and sensitivity when dealing with MPs, Councillors and politically sensitive matters
  - Experience managing relationships with MPs' offices and local authority representatives
  - Experience implementing new systems, processes or service delivery models
  - Intermediate IT and systems skills including Microsoft office.