

Executive Enquiries Officer

> Customer Experience > Complaints Service

What's it all about

As part of the Executive Enquiries and Aftercare team, you will handle complex and high level enquiries sent directly to the CEO's office or raised by MPs and Councillors. Your goal will be to ensure each matter is resolved promptly, fairly, and in line with the Housing Ombudsman Complaint Handling Code, protecting the organisation's reputation whilst delivering excellent outcomes for residents and stakeholders.

You will work closely with teams across the organisation to gather information and coordinate thorough, accurate responses to high-profile enquiries. Your ability to manage sensitive issues with professionalism and discretion will be critical to maintaining positive relationships with key stakeholders and ensuring the organisation responds effectively to concerns raised at the highest levels.

How you'll make a difference

You will be responsible for investigating and resolving high-profile enquiries from the CEO's office, MPs and Councillors in a fair, impartial and timely manner. With a thorough understanding of regulatory timescales, political sensitivities and the Housing Ombudsman Service Complaint Handling Code, you will take case ownership using all available information and documentation.

You will be empowered to make decisions independently, coordinate responses across multiple departments, mitigate reputational risk for the organisation, and restore customer relationships through professional and empathetic engagement. Your work will provide valuable insight to senior leaders on trends and service improvement opportunities arising from executive enquiries.

How you'll do it

- Manage executive enquiries from the CEO's office, MPs and Councillors, ensuring all issues are resolved within agreed timeframes and in accordance with the Housing Ombudsman Complaint Handling Code.
- Take ownership of executive enquiries from acknowledgement to closure, ensuring stakeholders are regularly kept informed of progress and next steps
- Provide excellent customer service when interacting with residents, MPs, Councillors and senior stakeholders through correspondence, telephone or face-to-face contact, demonstrating empathy and understanding of diverse needs
- Coordinate with internal teams across the organisation to gather information, clarify facts and produce clear, accurate and timely responses
- Maximise partnership-working and collaboration between all departments to provide a responsive and coordinated service
- Work with residents, resident representatives and other partners to manage and improve the organisation's external profile and reputation for excellent complaint management
- Draft high-quality response letters that demonstrate thorough investigation, balanced decision-making and professionalism
- Adapt communication style to meet the needs of different stakeholders including residents, elected representatives and senior executives
- Make independent, evidence based decisions on outcomes, compensation levels and other remedies in line with organisational policy and regulatory guidance
- Maintain accurate and detailed records on the organisation's CRM system of all customer contact, evidence reviewed and decisions made in relation to complaint
- Work effectively with colleagues across the Complaints Service to maintain consistency in approach and share best practice
- 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.



Working better together
for our residents

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 **officer** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Awareness of political sensitivities when dealing with MPs, Councillors and high-profile stakeholders
- Experience resolving complex, multi-faceted enquiries involving multiple stakeholders and coordinating responses across departments
- Track record of delivering exceptional customer service in challenging and high-pressure situations
- Excellent verbal and written communication skills with the ability to draft professional, accurate correspondence for high-profile audiences including MPs, Councillors and senior stakeholders
- Confident problem solving skills with the ability to make sound decisions and resolve matters swiftly and satisfactorily
- Strong organisational and time management skills with a focus on meeting deadlines and service level agreements
- Meticulous attention to detail and a results driven approach to quality and performance
- Ability to work independently, taking ownership of complex enquiries and making autonomous decisions within policy parameters
- Capability to remain calm under pressure, work on own initiative and demonstrate resilience in a fast-paced environment
- Ability to be assertive when necessary whilst remaining calm, professional and sensitive to stakeholder needs
- Strong interpersonal skills with the ability to build effective working relationships across the organisation and with external stakeholders
- **Intermediate/ advanced** IT and systems skills including Microsoft office (delete as appropriate)
- This role is subject to a **basic/enhanced** criminal record check (CRB) issued by the disclosure and barring service (DBS) (delete as appropriate or if not needed for the role)