

Resolution Team Manager

> Customer Experience > Complaints Service

What's it all about

The Resolution Team Manager role is a key within the Complaints Service, you will lead the team that makes sure residents get the resolution they were promised. You'll manage the Resolution Officers who own high level stakeholder enquiries and complaints after a decision has been made, making sure agreed actions, remedies and learning are delivered so that issues are genuinely fixed and relationships rebuilt. You'll set the standard, manage performance and work with colleagues across the wider organisation to embed learning and improve the overall service to and experience of all our residents.

How you'll make a difference

You'll be responsible for the day to day leadership of the Resolution team, who will be responsible for aftercare making sure post decision actions from MP, Councillors and EB enquiries and complaints are delivered fairly, impartially and within regulatory timescales. With a sound understanding of the deadlines associated with resolution, you will own your team's caseload, allocate work, manage quality and risk, and step in on the most complex or sensitive cases. Working with the Executive Enquiries and Aftercare Operations Manager (EEAOM), you will be responsible for helping manage reputational risk to the organisation by ensuring actions from high level stakeholder enquiries are resolved.

You will be empowered to make decisions independently, develop your team, mitigate risk for the organisation, and make sure resolutions consistently stick across everything your team handles.

How you'll do it

- Lead, motivate and develop a team of Resolution Officers, setting clear expectations and supporting them to deliver a high quality, resolution based service.
- Manage the allocation and prioritisation of post-decision cases across the team, ensuring an even and effective distribution of work.
- Monitor and manage team performance against service standards and regulatory timescales, taking action where cases are at risk of breach.
- Take ownership of the most complex, sensitive or escalated resolution cases, providing expert guidance to your team.
- Work with operational and specialist teams to remove blockers and ensure committed actions are completed in line with a regulatory approach to complaint handling..
- Maintain accurate team records on our in-house CRM system and report on team performance, trends and learning.
- 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.
- Identify themes from resolved cases and feed learning back into the wider organisation to drive service improvement.
- Provide assurance around resolution activity, coaching the team to maintain consistently high standards and feeding back to the EEAOM on any risk to resolution activities involving high level stakeholder communication.
- Work with operational and specialist teams to remove blockers and ensure committed actions are completed in line with a regulatory approach to complaint handling.
- Maintain accurate team records on our in-house CRM system and report on team performance, trends and learning.
- Maximise partnership-working and collaboration between all departments to provide a responsive and coordinated service to customers.
- 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

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

- Ability to lead, motivate and inspire a team through coaching, feedback and setting clear expectations
- Demonstrable experience of leading or managing a team within a complaints, resolution or case management environment
- Strong understanding of complaint handling within a regulatory environment, including the more complex regulatory cases
- Proven ability to manage performance, allocate work and develop team members
- Confident approach to problem-solving and decision-making, ensuring matters are swiftly and satisfactorily resolved
- Proven track record of delivering exceptional customer service through a team
- Excellent verbal and written communication and interpersonal skills
- Great attention to detail and a results-driven approach
- Strong organisational skills with the ability to oversee and track multiple cases and actions to completion
- Ability to be assertive where necessary, saying no when appropriate whilst always remaining calm, professional and sensitive
- A clear understanding of the importance of closing the loop and making sure agreed actions are followed through and resolutions genuinely land across the team
- Strong ability to influence and persuade colleagues and senior stakeholders across the organisation to prioritise resolution, including on high-profile and sensitive cases
- **Basic/Intermediate** IT and systems skills including Microsoft office
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)