

Complaints Triage and Service Recovery Officer



Working better together
for our residents

Operations > Customer Experience > Complaints Service

What's it all about

As a Complaint Triage and Service Recovery Officer, your primary role is to proactively manage customer dissatisfaction before it escalates to a formal complaint. This is a new role in the organisation and you will serve as the first point of contact for customers who are expressing concerns or dissatisfaction, employing empathy, problem-solving skills, and proactive communication to address their issues effectively.

How you'll make a difference

You will be the gate keeper for the Complaints Service and you will be the first point of contact for handling escalated service enquiries. You will be responsible for triaging and assessing customer concerns, providing appropriate solutions and where possible service recover the issue raised. You will be able to multitask and swiftly understand the best route for the customer to resolve their dissatisfaction, by either service recovery or logging a formal complaint to be investigated.

This role requires proactive engagement with customers, effective problem-solving skills, and a focus on delivering exceptional service recovery experiences by triaging customer concerns effectively and with the customer in mind.

How you'll do it

- Provide excellent customer service when interacting with complainants either in the form of correspondence or on the phone adhering to our service standards and meeting the diverse needs of the customer.
- Respond to customers in a timely and customer friendly way taking into account the needs of each individual.
- Triage all contact received via the complaints inbox, CRM system and other channels to either service recover or allocate as complaints, ensuring that the team members have the ability to deliver excellent customer service within regulatory timescales.
- Utilise effective service recovery strategies to address customer dissatisfaction and restore trust in the organisation by resolving customer issues.
- Collaborate with internal teams to identify best course of action in resolving escalated service requests.
- Assess the nature and severity of issues raised by customers, prioritising cases based on urgency and impact on customer satisfaction.
- Prioritise and categorise complaints based on urgency, complexity, and potential impact, ensuring appropriate escalation and allocation to the right team for resolution.
- Ensure all associated complaint paper work is scanned and attached to contacts within the CRM System.
- 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.

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. [\(LINK\)](#) This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Proven experience in customer service, complaint management, or service recovery roles, with a strong track record of resolving customer issues effectively and enhancing satisfaction levels.
- Excellent communication and interpersonal skills, with the ability to empathise with customers, diffuse tense situations, and communicate information clearly and persuasively.
- Strong problem-solving abilities, with a proactive and solution-focused approach to addressing customer concerns and applying service recovery measures.
- Proficiency in using customer relationship management (CRM) software, complaint tracking systems, and other relevant tools for managing customer interactions and data.
- Ability to work effectively under pressure, multitask, and prioritise

competing demands in a fast-paced environment.