

Customer Experience Advisor (Complaints Focus)

Don't just find a job. Feel it.



If things go wrong with our service, we always do our best to put things right. Sometimes though, things don't go to plan: which is when our complaints team steps in. Managing and investigating customer complaints, you'll use your brilliant communications skills to build relationships and reach resolutions.

Connect with what you'll do

In the role you'll:

- ▶ Manage and carry out independent investigations into complex cases and formal complaints throughout the customer journey to resolution.
- ▶ Ensure complaints are correctly acknowledged and responded to in line with the Housing Ombudsman Complaints Handling Code and RHP Complaints Policy.
- ▶ Raise safeguarding concerns where necessary.
- ▶ Resolve complaints and avoid escalation to stage 2 by working with senior stakeholders across the whole business and ensuring the customer is happy with the outcome.
- ▶ Identify and escalate any high-risk cases to the Complaints and Complex Case Manager for Review.
- ▶ Work with other teams, taking ownership to respond to enquiries from Councillors, MPs and the Housing Ombudsman within agreed timescales, with the support of the Complaints and Complex Case Manager
- ▶ Identify any trends within the complaints process and raise these with the Complaints and Complex Case Manager to prevent further complaints and service failure.
- ▶ Make sure a thorough audit trail of each complaint case is available and updated on CRM, in line with the Housing Ombudsman guidelines.
- ▶ Ensure that a great response is provided to the customer in the RHP tone of voice, in line with the Housing Ombudsman Complaint Handling Code and RHP's Complaints policy.
- ▶ Provide an excellent service to customers and ensure they're always kept updated on their complaint journey to help influence a great experience which is reflected in our tenant satisfaction measures.

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Delivering first-class customer service and responding to complaints.
- ▶ Being creative in thinking outside of the box to quickly resolve problems.
- ▶ Experience of complaints handling in the housing sector

It'd blow us away if you had:

- ▶ Experience of dealing with complex case management and using a Customer Relationship Management (CRM) system.

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care.
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Being digitally savvy, learning our systems quickly and using them to deliver an amazing customer experience.
- ▶ Working in an organised, methodical way with excellent accuracy and attention to detail whilst working under pressure to meet deadlines.
- ▶ Making wise decisions and solving problems without overcomplicating things.
- ▶ Championing collaborative working across the organisation.
- ▶ Building trust by doing what you say you will.
- ▶ Holding your hands up if you make a mistake and quickly re-focusing to put things right.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience.