



# ROLE **PROFILE**

**JOB TITLE:** Complaints Administrator

**REPORTING TO:** Complaints and Feedback Lead

**TEAM:** Complaints

## **JOB OVERVIEW**

To be an effective communicator and ensure all complaints are receipted and acknowledged in line with the Housing Ombudsman Complaint Handling Code.

To review and signpost actions received into the central inbox and providing updates to tenants.

To input information into ForHousing systems, ensuring all systems are updated promptly and accurately.

To provide support to the Complaints team including providing administrative support relating to complaints and Ombudsman enquiries.

## **ABOUT FORHOUSING AND THIS ROLE**

With tenants at the core of everything we do our values shine through and drive our behaviour.

### **ABOUT FORHOUSING**

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.



**Respect**



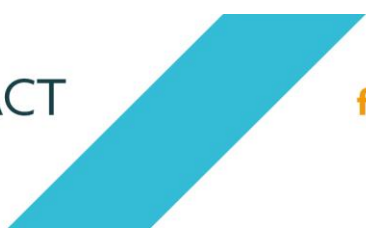
**Trust**



**Openness**



**Passion**



## ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Ensuring all systems are updated in a timely manner, seeing the task through to completion. Promoting a customer first culture and a policy of continuous improvement.
- Managing the Complaint team email inboxes.
- Overseeing the logging and allocating of MP and elected member enquiries.
- Managing Stage 1 complaints, which aren't logged via a webform, ensuring receipt of and acknowledgements are handled in accordance with the Complaint Handling Code timescales
- Logging all Stage 2 escalation ensuring receipt of and acknowledgements are handled in accordance with the Complaint Handling Code timescales.
- Preparing and distributing Stage 2 complaint review presentations.
- Managing ad hoc tasks which are generated from requests via the Housing Ombudsman Service.
- Ensuring all written communication is carried out as per procedures service standards.
- Obtaining approval for compensation payments and ensure all parties are kept informed.
- Ensuring all policies and procedures relating to complaints are followed and adhered to.
- Ensuring key performance targets are met in line with the Housing Ombudsman Complaint Handling Code.
- Promoting high quality, customer focused services, which support the corporate approach to Access and Customer Care and Equality and Diversity, and ensuring they are delivered efficiently, consistently, pro-actively, and cost effectively.
- Developing and maintaining excellent relationships with customers, partners, and stakeholders.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job



- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time, you may need to undertake other tasks commensurate with your role.

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

| AREA  | REQUIREMENT<br>(All criteria are essential unless defined as desirable)  | ASSESSED BY:   |
|---|--|--|
| Qualifications and Training                 | <ul style="list-style-type: none"> <li>• Good Standard of general education to at least GCSE level or equivalent in Maths and English</li> <li>• Evidence of Continual Professional Development in Customer Services</li> <li>• Recognised housing qualification &amp; knowledge of relevant housing legislation (Desirable)</li> <li>• Membership of CIH (Desirable)</li> </ul>   | <p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p>                                  |
| Experience, knowledge, skills and qualities | <ul style="list-style-type: none"> <li>• Experience of working in a performance culture</li> <li>• Strong evidence of customer focus.</li> <li>• Experience of providing administrative support across customer service and business process within a customer service environment</li> <li>• Experience within a social housing environment (Desirable)</li> <li>• Demonstrate strong negotiating and influencing skills</li> <li>• Evidence of delivering successful services through continuous improvement.</li> </ul> | <p>AF/ I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> |
| Skills and abilities                        | <ul style="list-style-type: none"> <li>• Excellent level of communication skills</li> <li>• Able to work with demanding deadlines and manage resources effectively.</li> <li>• Able to make sound judgements on the information available</li> <li>• Ability to work corporately as part of a team.</li> <li>• Strong I.T. skills including the use of Microsoft office software.</li> <li>• Display ability to deliver quality outcomes across a range of tasks.</li> </ul>   | <p>AF/ I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>             |
| Personal qualities                          | <ul style="list-style-type: none"> <li>• A strong commitment to high quality customer service</li> </ul>   | <p>AF/ I</p> <p>AF/I</p>   |





# MAKE A DIFFERENCE

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|  | <ul style="list-style-type: none"><li>• Possessing the authority, presence and integrity to command respect from colleagues within the company and from external contacts.</li><li>• A real passion for meaningful customer engagement and continuous improvement.</li></ul> | AF/I |
|--|--|------|

