

Job Description

Job title	Customer Specialist Team Manager - Complaints T2
Profession	Customer & Community
Band	E
Directorate	Customer
Accountable to	Customer Specialist Manager - Complaints

Job Purpose: Our vision is to have a positive and lasting impact on our customers lives by offering them safe high-quality homes and connected communities. We'll do this by shaping our services around customer, ensuring we deliver right first time. Whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative. Working alongside colleagues to achieve our priorities you will commit wholeheartedly to this journey we have embarked upon to create a truly customer focussed culture. To inspire, lead, and motivate a team of Complaints Specialists so they deliver a consistent, good quality complaints handling service to all customers. They will be accountable for the performance the team, ensuring they deliver to agreed service levels and targets.

The post holder will also be responsible for their own complaints caseload where they take personal ownership of complaints. They will case manage each from the date of the original complaint through to resolution. They will ensure they deliver an excellent customer experience throughout the complaint management process and deliver fair customer outcomes. They will actively engage with the customer to understand their context, the impact the issue is having on their lives, and then prioritise the complaint within the existing workflow to ensure that Sovereign Network Group's (SNG's) customers' needs are met in a timely and appropriate way. They will ensure that they keep the customer fully informed and they will work with colleagues in the business to ensure that any actions agreed with the customer are carried out in a timely way and to set standards. They will collaborate with colleagues in service areas to ensure that complaints are resolved quickly and effectively. Following resolution of complaints they will seek feedback from customers. This will be collated and shared this as part of the service improvement approach to complaints management. Responsible for maintaining high data quality within Dynamics 365.

Financial responsibility: No financial responsibility

People responsibility: around c7 direct reports, all complaint specialists

Autonomy: Within broad direction set by the Head of Customer Specialist Service and Customer Specialist Manager (Complaints), who is setting the delivery strategy, the role is responsible for delivering and improving a customer complaints service that meets customer, business and regulatory expectations

Key Accountabilities:

- To take responsibility to deliver the right outcome for our customers in a safe and timely way.
- Lead, motivate and monitor a team of Complaints Specialists.
- Monitor the performance of the team, ensuring they both individually and collectively achieve agreed service and quality levels and proactively implement any actions needed to address performance and / or quality concerns.
- Undertake 1-2-1's each month, annual performance reviews and career planning in line with SNG's agreed approach for each Complaints Specialist within your team.
- Communicate clearly, timely and in an appropriate format with individuals within your team and with your collective team, ensuring they receive and understand all key messages.
- Effectively manage underperformance and absence, including where advisors within your team do not demonstrate SNG's values and behaviours, with HR support if needed.
- Resolve a range of complaints, from simple through to complex, in a timely and effective manner.
- Demonstrate emotional intelligence and active listening skills when engaging with customers to ensure that every customer's situation and the impact the issue is having on the customer's life is fully understood.
- Ensure all customer interactions, written and verbal, are clear, display the appropriate levels of empathy and are delivered in a way that aligns with SNG's tone-of-voice.
- Analyse the options in each case, assess their relative merits and viability and select the most appropriate approach to resolving the complaint. Demonstrate flexibility and innovation in seeking the best solution.
- Explain to customers the rationale behind the decision. Making it clear and ensuring the customers understands and agrees with the proposed course of action. This may involve writing formal responses or producing letters on behalf of senior leaders and the CEO.
- Ensure that both the customers' and SNG's interests are met in a fair and transparent way and have the confidence to say 'no' where appropriate.
- Deliver an excellent complaints-handling experience by ensuring that customers are kept informed and updated on the progress of their complaint.
- Resolve complaints wherever possible without engaging the wider business.
- Work collaboratively with complaint management colleagues to prioritise complaints within their own caseload, and the wider workflow, to ensure that the business prioritises complaints based upon customer needs.
- Demonstrate an understanding of how services operate within SNG to identify the most effective way of resolving the complaint e.g. service area, business owner, timescales, cost.
- Demonstrate resilience and tenacity when collaborating with service areas to commission actions that will resolve the customer complaint.
- Be the primary point of contact for any customer enquiries, and ensuring customers are kept appropriately informed and updated during the resolution of the complaint.
- Be confident and assertive when agreeing actions with the customer and the service areas.
- Proactively liaise with colleagues at all levels and across multiple service areas to maintain the focus on improved complaint handling and resolution.

- Be familiar with the concept of root cause analysis (RCA) and contribute to understanding why complaints arise; helping to identify any systemic issues and opportunities for service improvement.
- Maintain accurate records on the complaints management platform on how a complaint has been managed to support any review required for RCA, our Compliance team, audit, the Complaints Ombudsman or Regulator.
- Understand the compensation policy and process and assess compensation claims and negotiate and make payments in line with these.
- Take personal responsibility for each complaint, acting as the customer's champion and primary point of contact.
- Build strong and mutually respectful relationships with colleagues across the business (experts & decision makers) to ensure the team has access to the appropriate guidance and support to help resolve complaints.
- Demonstrate an attention to detail and the ability to work accurately to demanding timelines.
- Representing SNG to the Ombudsman when cases have been escalated, ensuring information requests are responded to in a timely manner, ensuring the information is appropriate and comprehensive to provide an accurate and fair view of how a complaint has been handled.
- Assisting customers in accessing the Ombudsman or other complaint escalation routes.
- Supporting and working with business subject matter experts to manage tribunals.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to share best practice and ensure an integrated contribution to SNG's corporate objectives.
- Observe and comply with SNG's policies and procedures and observe and continually promote equality and inclusion and customer care in compliance with organisational aims and objectives.
- Continuously seek realistic ways to improve efficiency and effectiveness in your role, to help the department, and SNG, achieve its goals.
- Responsible for Dynamics D365 complaints data as set out in SNG's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation.
- As a leader, role model and bring our values to life, showing authenticity, integrity, and credibility.
- Set direction within the team by being clear on expectations, giving clarity of requirement and supporting team and individual performance through robust feedback.
- Be visible and present as a leader within the team, demonstrating professionalism and confidence, always holding self and others to account.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.

- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

Knowledge and Skills:

Personal qualities

- Focused on delivering great outcomes for customers.
- A good communicator.
- Emotionally intelligent and empathetic.
- Able to take personal ownership of customer issues.
- Confident and assertive.
- Able to manage the expectations of a variety of competing stakeholders.
- Organised and detail oriented.
- Resilient.
- A good negotiator.

Experience and skills required for the role

- Previous experience of leading a customer complaints team.
- Excellent oral and written communication skills.
- Experience of working effectively and collaboratively with internal and external stakeholders.
- Evidence of being able to understand and appreciate differing viewpoints.
- Ability to work to regulatory timeframes and guidance.
- Proficient in working with Microsoft applications (Word, Excel, Dynamics).
- Ability to validate and impact assess, to escalate data issues as required.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1388	Howard Jones	20 Oct 21	20 Oct 21
2.0	1388	Howard Jones & Paula Dawson	05 Oct 22	
3.0	1388	Claire Dinsey (new template only)	June 2024	