

## Customer Resolutions Officer

**Reports to:** Senior Customer Resolutions Officer

**Responsible for:** No direct reports

### Role purpose

The purpose of this post is to support the delivery of Orwell's vision to provide a positive customer experience every time, working with our customers, our communities and partners to ensure that "together we make a difference".

To develop Orwell's reputation and build positive relationships with all customers, by having a thorough understanding of the services and service standards delivered, ensuring we deliver on our promises. To work collaboratively with colleagues and external partners, to, respond, administer and monitor complaints in line with the Housing Ombudsman Complaints Handling code. To share learning and themes from complaints across the business with a view to improving the customer experience.

Interacting and communicating to a high standard, to provide prompt, clear and accurate information and guidance that meets the varying needs of Orwell's customers.

### Role Scope

To respond, administer our monitor complaints to ensure the policy and procedure is followed whilst adhering to the Housing Ombudsman complaints handling code.

Ensure exceptional communication and work collaboratively with all customers, colleagues, external partners, agencies and contractors to ensure the customer journey is positive, efficient and effective.

To offer resolutions to customer complaints/complex cases. Demonstrating skills to understand, assess and manage any issues to ensure satisfactory outcomes.

Demonstrate integrity, fairness and consistency in decision making & service delivery, building good relationships & trust with our customers.

To provide positive resolutions and to ensure customer is kept up to date throughout complaints and complex matters with a view improving customer satisfaction.

Deliver services in a clear and understandable way that meets the diverse needs of our customers & communities, always showing empathy and understanding.

## Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

**P**eople-focused – people are at the heart of our business. By recognising people’s diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

**A**mbitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

**C**ollaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

**E**ffective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

## People-focused

### You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a ‘Team Orwell’ culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell’s policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Promote Orwell’s positive culture of valuing people.
- Provide outstanding customer service to colleagues and external customers.
- Deliver to our customers a positive, memorable customer experience.
- Ensure we provide a welcoming and professional approach to both internal and external customers.
- Be able to work flexibly to meet the needs of the team.

- Be adaptive in your style and method of communication when dealing with challenging complaints and customers.
- Ensure all customers are treated individually and communicated to as per their agreed method of communication.

## Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Use your knowledge and creativity to find ways to undertake tasks in the most effective way possible to improve the team, reflect good practice and provide value for money.
- Continually improve systems and procedures with the aim of producing quality information, data and analysis to inform decision making and business plans.
- Possess a positive can-do attitude, adaptable and motivated to grow and learn.
- Be able to investigate and research appropriate solutions to enquiries as they arise.
- Resolve difficulties in a proactive and innovative fashion, following agreed procedures, investigate issues and other requests.
- Record, promote, share and learn from good practice, positive and negative feedback relating to Orwell's complaints procedure and service provision.
- Demonstrate an understanding of how equality and diversity can impact on the way services are delivered. Adapt our services whenever possible to suit individual needs and customer requirements.
- Participate and deliver training, development and testing of any software or systems used by Orwell in terms of the customer experience.
- Be involved in and contribute to relevant project teams.

## Collaborative

- Participate in team meetings, contribute and share ideas for service improvements.
- Attend staff meetings and seminars and individual support and supervision.
- Be a resourceful & proactive team player who is solution focussed
- Take a lead on liaising and working collaboratively with colleagues, external partners and other stake holders to share learning from complaints.

- Analyse and research each complaint or communication and respond appropriately, providing relevant information to effectively answer enquiries or signpost to suitable departments or other agencies.
- Seek and provide advice and guidance to colleagues or other agencies, to provide a comprehensive solution to enquiries presented by our customers.
- Provide a key liaison point of communication between Orwell's various services for example property services, estate services and housing management to ensure that customers receive quality services and information.
- Help and guide colleagues in a professional manner following up any requests for help, information or advice or escalation of the request if required.
- Alert and monitor colleagues to any identified or perceived risks within their area of work.

## Effective

- Take ownership of customer complaints or complex matters from start to finish.
- Ensure all customer promises are followed up on.
- Respond to customer complaints in a professional manner showing empathy, understanding and resolution.
- Proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Be fully conversant and adhere with the requirements of Orwell's Data Protection Policy and Procedures and ensure any possible breaches are reported appropriately.
- Attend and participate in training courses which have been identified as statutory or essential for your role and keep up to date with legislation and best practice.
- Ensure our customer's resolution journey is a positive experience each time they contact Orwell by delivering to a standard of customer excellence.
- Be able to operate proactively to demonstrate and lead on delivery of excellent customer care, minimise dissatisfaction and build trust with our customers.
- Demonstrate exceptional communications skills to ensure a positive first response is provided. Communicate well verbally and in writing, using a range of methods to communicate with customers and colleagues.
- Develop a good reputation and ultimately build good relationships with our customers and gain their confidence and trust in the services we aim to deliver.

- Adhere to our Complaints and Compensation Policy and Procedure's and communicate clearly to our customers, keeping them updated and informed of ongoing issues. Ensure that we deliver our promises.
- Demonstrate our commitment to our customers, all communication will be dealt with in a calm and respectful manner, taking each individual person's needs into consideration.
- Be proactive in resolving complaints and complex issues and situations presented by our customers. Listen and gather full information on enquires or issues presented, establish how we can work together to get the matter resolved, working flexibly and adapting responses, taking into consideration the customer's personal circumstances.
- Apply effective communication skills, to be able to assist in resolving complex problems, this will include using extensive communication skills to defuse challenging situations in a pressured environment.
- Ensure all communication and actions are recorded, to ensure that any customer journey and information is clear and accessible to all colleagues.
- Recognise and feedback to a senior colleague when procedures could be improved, or new procedures introduced to ensure that Orwell continues to improve and develop our services.
- Record and update customer profiling information and communication details on the appropriate databases.
- Be able to resolve complex complaints using effective communication skills operating under strict deadlines.
- To be fully conversant with Orwell's formal complaints procedure & the Housing Ombudsman Complaints handling code and provide customers with clear details of response timescales and process as specified in our complaints policy and procedures.
- Take ownership of own performance and delivery of own work, ensuring that the overall team responsibilities are delivered.
- Collaborate, work closely and respectfully with colleagues throughout the organisation, to ensure that we work together to provide our customers with an efficient and outstanding service.

## Person Specification – Customer Resolutions Officer

### Qualifications

5 GCSEs grades 9– 4 or equivalent including English and Maths, is essential.  
NVQ in customer service level 2 is desirable  
Customer Service Practitioner Level 2 or Customer Service Specialist Level 3 are desirable  
Microsoft Office suite training is desirable

### Experience

Experience in managing Customer Complaints  
Experience in a customer facing role  
Experience problem solving

### Knowledge

Knowledge of updating data base information, ensuring data is accurate, up to date and relevant  
Knowledge of Microsoft Office suite  
Knowledge of data protection, GDPR, confidentiality and data security

### Skills

Well-organised and able to keep good records for monitoring purposes  
Self-motivated and possess a proactive attitude, working with minimal supervision  
Able to work as part of a team and independently  
Flexible approach with good time management and the ability to prioritise  
Excellent IT skills and strong administration skills  
Problem solving  
Attention to details and accuracy  
Able to demonstrate, provide guidance, advise, support and train colleagues in resolving customer complaints.  
Able to resolve complex and challenging situations  
Able to deal with challenging behaviours presented by customers in a calm professional manner

## Attributes

A confident communicator that can work collaboratively with others  
Ability to work in an agile way and prioritise own workload  
Shows empathy and understanding to all customers  
A team player that has own initiative to work independently as well  
Keen to learn and comfortable in asking for support  
A can-do attitude  
Open and honest with colleagues and customers  
Challenge dishonest or unethical behaviours or attitudes  
Take pride in delivering high quality services  
Treat people fairly and respectfully  
Respond positively to requests for help from colleagues  
Demonstrate high personal standards as an example to others  
Accept responsibility for mistakes and learn from them