

## ROLE DESCRIPTION: Senior Complaint Case Handler

### Reports to:

Customer Feedback Manager

### Responsible for:

- Delivering high quality investigations for escalated stage 2 complaints, aiming to achieve successful customer focussed outcomes within regulatory timescales and standards
- Direct liaison with complainants
- Provide Complaint Handling Code and Complaint Policy expertise and guidance to reduce further escalations
- Working collaboratively with operational colleagues to discuss, agree and action complaint resolution activity
- Supporting the Customer Feedback leadership team and wider business in complaint learning activities, to proactively reduce escalated and ombudsman referred complaints, and provide an improved customer experience

### Role purpose:

To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.

To be responsible for delivering the highest possible standard of stage 2 complaint handling, support and advice for the team.

To identify opportunities for improvement and address any concerns, providing guidance/training/feedback to support service delivery.

Act as a positive member of the Customer Experience team, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.

### Key responsibilities:

### Teamwork:

1. Contribute to the success of your team through the delivery of stage 2 complaint handling, as a member of the Customer Experience Team.
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values and culture.
4. Adopt and embed changes to policies, procedures and ways of working to ensure continuous improvement within the team and wider business.

### Delivery:

5. Manage an assigned workload of escalated stage 2 complaint cases end-to-end, achieving high quality and customer focussed outcomes within regulatory standards and timescales.
6. Liaise directly with complainants (Karbon customers and their appointed representatives) at the point of escalation, triage, follow up actions and as required.
7. Ensure a thorough stage 2 complaint investigations working against Karbon policy and procedure expectations to gather appropriate information and evidence about cases.

8. Work closely and collaboratively with operational colleagues in other service areas to successfully resolve complaint cases – agreeing on actions to be taken, outcomes and remediation including compensation to be awarded and identifying lessons learned.
9. Quantify and recommend appropriate compensation values based on the individual merits of each case, working within Karbon's Compensation and Goodwill Gesture policy, and a personal authorisation limit – seeking appropriate approval where necessary.
10. Ensure high quality, detailed and accurate customer facing written communications.
11. Accurately document all complaint handling activity in Karbon's case management system - including customer and colleague correspondence, investigation steps, evidence, decisions made, compensation offers, further actions and case learning.
12. Manage any agreed complaint further actions through to completion and within defined timescales, ensuring the customer is kept informed.
13. Become a subject matter expert in use of the case management system and complaint related policies and procedures, maintaining and updating knowledge periodically as required.
14. Effectively contribute and engage with complaint learning activities lead by the wider Customer Experience team, to support continuous improvement of Karbon services and reduction of complaints escalated to stage 2, or the Housing Ombudsman Service.
15. Provide ad-hoc support to other case handlers and the wider Customer Experience team as needed.

#### Organisation wide:

16. Deliver value for money, and make best use of resources to deliver the best outcomes
17. Deliver operational excellence, driving continuous improvement and innovation
18. Comply with all organisational policy and procedures
19. Identify, remove or minimise risks
20. Help to create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
21. Promote the values of the Group at all times and demonstrate a high level of commitment to diversity and inclusion
22. Help to ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Senior Complaint Case Handler role is part of the Customer Experience team. As with all staff positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

## PERSON SPECIFICATION: Senior Complaint Case Handler

### Experience and qualifications:

- a. A strong record of demonstrable achievement in complaint handling through to resolution, in an organisation of comparable size and complexity to Karbon Homes (E)
- b. Experience of working directly with customers to establish and resolve concerns (E)
- c. Experience of managing complaints within a housing environment (D)
- d. Experience of managing complex, escalated complaints and negotiating successful outcomes (E)

- e. Track record of communicating, collaborating and influencing colleagues across all levels to successfully resolve customer issues (E)
- f. Experience of handling several complex complaint cases simultaneously within defined timescales, to achieve positive outcomes (E)
- g. Experience of using case management and Customer Relationship Management (CRM) systems (E)
- h. Experience of quantifying compensation values to offer effective remuneration to customers (D)
- i. Experience of writing high quality, customer-facing communications (E)
- j. Experience of working in partnership with internal (and external) stakeholders to deliver excellence (D)
- k. Experience of collaborating and working as part of an effective team (E)
- l. Experience of research, analysis and report writing (D)
- m. Relevant customer service-related qualification, or equivalent work experience (E)
- n. Evidence of continuing professional development (D)

### Knowledge:

- o. Comprehensive working knowledge of complaint handling services (E)
- p. Understanding of Housing Sector operations and common complaint drivers (D)
- q. Awareness of The Housing Ombudsman's Complaint Handling Code (D)

### Skills:

- r. Ability to empathise and relate to customer issues (E)
- s. Ability to build rapport and trust with customers and colleagues (E)
- t. Ability to problem solve effectively and efficiently (E)
- u. Ability to analyse complex information and identify root causes for complaints (E)
- v. Ability to coordinate multiple case investigations simultaneously (E)
- w. Strong verbal communication, influencing, negotiation and de-escalation skills (E)
- x. Ability to write and evaluate effective and accurate customer communications to a high standard (E)
- y. Ability to use judgement and take ownership of decision making (E)
- z. Ability to deliver services in line with service level agreements or service standards (E)
- aa. Ability to interpret, analyse and produce relevant management information (D)
- bb. Ability to manage risks and make sound judgements, whilst not being risk averse (E)
- cc. Excellent level of written, presentation and interpersonal communication skills (E)

### Attributes:

- dd. Transparent and open, acting with integrity and able to build high levels of trust (E)
- ee. Committed to diversity and inclusion (E)
- ff. Champions innovation and encourages ideas (E)
- gg. Resilient and able to work under pressure (E)
- hh. Collaborative and inclusive (E)
- ii. Actively role model and champion the Karbon vision, values and purpose (E)