**Complaints Administration Officer**

**Team:** Complaints Team

**Report To:** Complaints Manager

**Grade:** SH4

|  |  |
| --- | --- |
| **Overview:**  The main purpose of the role is to provide administrative support to a professional complaints service that is customer-focussed, high quality and meets the requirements set out in the Housing Ombudsman’s Complaint Handling Code.  Working closely with the complaint investigators and other teams across the organisation, the post holder will monitor customer complaints, MP/Councillor and Housing Ombudsman enquiries, and compliments, ensuring they are correctly recorded and categorised, and that communication is sent to customers in line with target deadlines. They will support the complaints team with training, advice and support to colleagues on complaint handling, and help ensure that learning from complaints is centrally coordinated and embedded within the organisation. | |
| **Responsibilities:**   * Review complaints received into the business, identifying the department(s) responsible for the complaint and accurately categorising the complaints theme. Effectively summarise the complaint including the customer’s desired outcome and acknowledge within target deadlines. * Action, record and categorise any dissatisfaction that meets the criteria of a service request. * Contact customers where necessary to better understand or clarify any aspects of the complaint that may be unclear or where the customer’s desired outcome has not been recorded. * Accurately record customer complaints in the customer relationship management (CRM) system and make records available to internal customers when required. Ensure record keeping of complaints cases on CRM is accurate and up to date. * Review complex complaint responses at each stage of the process to ensure that a good quality and consistent response is sent to the customer and that all elements of the complaint have been clearly identified and addressed. * Ensure that all communication with customers including holding letters or formal responses are sent within expected timeframes. * Support the complaint investigators with gathering any evidence required from service managers to ensure a thorough investigation is undertaken. * Provide advice, support and basic training to colleagues in identifying and raising a customer complaint and understanding the difference between a service request and complaint. Support colleagues to understand the full complaints process including updating CRM and advise on wider developments in complaints handling. * Respond to all customer queries relating to the progress of their complaint and maintain accurate records of any customer contact within the CRM system. * Coordinate and share wider learning from complaints identified across the business and categorise trends emerging from the data. * Respond to requests from the Housing Ombudsman, liaising with internal departments when required and ensuring information is sent to the Ombudsman within required timescales. * Keep abreast of developments in complaints handling and incorporate new requirements and best practice into Salix Homes’ internal processes. * Review all MP enquiries, identifying the relevant area of the business and acknowledging the request within the required timeframe. Ensure responses are sent within required timescales. * Liaise with relevant colleagues to ensure that the information on Salix Homes’ website is accurate and aligned with government requirements. Ensure that the information in CRM also reflects these requirements and feed into change requests where amendments are required. * Demonstrate personal and professional behaviours that align with Salix Homes’ values and the customer charter. In doing so, establish and sustain trust and confidence with stakeholders, partners, tenants and communities, and positively promote and represent Salix Homes at all times. * Embrace and participate in own personal development initiatives in order to increase skills and knowledge to ensure that the objectives and targets of the service are met. * Promote a safeguarding culture within Salix Homes, ensuring that due regard is given to the need to safeguard and promote the welfare of children and vulnerable adults in carrying out the directorate’s functions and supporting the designated safeguarding leads to achieve excellence in safeguarding. * Complete any other ad-hoc duties that may fall within the remit of this role, which it would be reasonably assumed that the postholder is capable of fulfilling, or for which training has been given. | |
| **Profile Fit:**   * This role would suit a self-motivated person who thrives on a varied workload with tight deadlines in a busy customer focussed environment. This role involves excellent administrative, communication and interpersonal skills. It also requires high attention to detail combined with the ability to progress duties effectively in line with procedures. | * This role would not suit someone who prefers to work in isolation with a high level of routine or who was uncomfortable with a busy workload and tight deadlines. |
| **Main Stakeholders:**   * Customers * Employees | * Team Leaders / Supervisors * Leadership Team |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Person Specification** | |  | | |
| **Knowledge:**   * Knowledge of the Housing Ombudsman’s Complaint Handling Code and associated regulation. * Knowledge of effective customer service and professional standards. * Knowledge of administration practices and processes. * Knowledge of data protection principles and legislation. * Knowledge of safeguarding and safeguarding responsibilities. | | | | |
| **Skills:**   * High level of administrative and organisational skills. * Skilled in providing customer care and excellent customer service. * Excellent communication skills, both verbal and written. * Ability to work flexibly to meet the competing demands of the role. * Excellent ICT skills with the ability to effectively use MS office suite and MSCRM. * Ability to draft standard and non-standard letters using corporate templates, reports and spreadsheets. * Ability to plan and prioritise workload to meet the needs of the team using Outlook, spreadsheets and inboxes to manage work effectively and efficiently. * Self-motivated with ability to use own initiative and take ownership of responsibilities. * Ability to work independently and under pressure, demonstrating assertiveness appropriately. * Ability to interpret policy and guidance, and advise accordingly to ensure compliance. * Highly organised with the ability to manage a diverse and demanding workload ensuring deadlines are met. * Ability to communicate effectively with all levels of the organisation, including delivering information to individuals or a group. * Ability to influence and negotiate positively and effectively. | | | | |
| **Experience:**   * Experience of administrative practices. * Experience of delivering services to customers in a customer facing environment and understanding the different needs of different customers. * Experience of working collaboratively with cross-functional teams. * Experience and proven ability to work to tight deadlines in a fast-paced environment. * Experience in effective use of ICT software packages such as Microsoft Office Outlook, Word and Excel as well as housing management databases or similar. * Experience of effectively providing advice and guidance (in line with policy) to individuals or a group. | | | | |
| **By ticking the box, you agree that you have read, understood and accepted the content of this document.** | | | | |
| **Signed:** |  | | **Date:** |  |
|  |  | |  |  |