

Job Description	
<b>Job Title:</b>	<b>Customer Experience Specialist</b>
<b>Reporting to:</b>	Customer Experience Manager
<b>Department:</b>	Customer Experience
<b>Direct Reports:</b>	None
<b>Budget:</b>	None
<b>JD date reviewed:</b>	March 2026
<b>Job Level:</b>	13
<b>Job Purpose</b>	
<p>Deliver an excellent, resident-centred complaint resolution service, ensuring all cases are handled promptly, fairly, and in full compliance with the Housing Ombudsman’s Complaint Handling Code and Tenant Satisfaction Measures (including TP09).</p> <p>The role also drives organisational learning and performance improvement by identifying trends, root causes, and risks, while maintaining accurate records, managing key administrative processes, and providing insightful management information.</p>	
<b>Key Strategic Responsibilities</b>	
<p><b>Handle Complaints Fairly and Consistently</b></p> <ul style="list-style-type: none"> <li>Investigate and resolve complaints in line with the Housing Ombudsman’s Complaint Handling Code.</li> <li>Ensure responses are clear, fair and evidence-based.</li> <li>Lead and manage stage 1 complaints and support stage 2 handlers to manage stage 2 cases in a compliant manner.</li> <li>Retain oversight of cases that go to the Housing Ombudsman, ensuring learning is applied in future cases to prevent repeat findings.</li> </ul> <p><b>Use Customer Feedback to Improve Services</b></p> <ul style="list-style-type: none"> <li>Identify trends, themes and customer sentiment from complaints.</li> <li>Share learning with service areas and support them to make improvements.</li> </ul> <p><b>Support Regulatory Compliance</b></p> <ul style="list-style-type: none"> <li>Help complete the annual self-assessment against the Complaint Handling Code.</li> <li>Ensure complaint data is accurate and meets regulatory requirements, including Tenant Satisfaction Measures (TSMs).</li> </ul> <p><b>Monitor and Report Performance</b></p> <ul style="list-style-type: none"> <li>Maintain accurate complaint records across all systems.</li> <li>Contribute to performance reports for senior managers and governance groups.</li> </ul> <p><b>Strengthen Customer Experience</b></p> <ul style="list-style-type: none"> <li>Work with the Customer Experience Team to understand resident experiences.</li> <li>Use insights to help shape better services and communication.</li> </ul> <p><b>Identify and Escalate Risks</b></p> <ul style="list-style-type: none"> <li>Spot emerging risks, service failures or issues that could become legal or regulatory concerns.</li> <li>Mitigate risk in complaint cases through diligent care and attention and prompt intervention, ensuring customers are informed along the way.</li> <li>Escalate issues where needed and support Housing Ombudsman investigations.</li> </ul> <p><b>Promote Good Practice</b></p>	

- Stay updated on Housing Ombudsman guidance and sector learning.
- Help colleagues improve their complaint handling skills and approach.

**Support Early Resolution and Service Learning**

- Promote resolving issues early where appropriate.
- Ensure agreed improvements are implemented and monitored.
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## Key Functional Responsibilities

### Customer Contact & Early Resolution

- Proactively contact residents who give negative feedback to resolve issues early.
- Provide clear, empathetic support so residents feel heard and informed.
- Identify vulnerabilities or safeguarding needs and record reasonable adjustments.

### Complaint Handling & Investigation

- Manage the full Stage 1 complaint process with fair investigations.
- Collect evidence to build timelines and root-cause findings.
- Write clear responses that meet Housing Ombudsman standards.
- Ensure decisions align with policy and regulations.
- Recommend escalation where appropriate.
- Mitigate organizational risk through prompt action
- Support stage 2 handlers in their cases
- Ensure Housing Ombudsman findings are understood and used to prevent repeat occurrences.
- Ensure commitments given to customers in complaints responses are implemented in a timely way.

### Liaison With the Housing Ombudsman & External Bodies

- Respond to Housing Ombudsman requests and evidence file builds with accurate, timely submissions.
- Monitor and implement Housing Ombudsman orders.
- Stay updated on reports and best practice.

### Insight, Learning & Service Improvement

- Work with teams to share learning and improve services.
- Track actions and confirm improvements.
- Conduct resident interviews and surveys as required.

### Record Keeping, Reporting & Compliance

- Maintain accurate records following policy and GDPR.
- Support statutory reporting.
- Contribute to KPIs with accurate data.
- Ensure compliance with legal and regulatory standards.

### Communication & Stakeholder Engagement

- Build strong relationships to resolve complaints.
- Provide constructive challenge when standards are unmet.
- Present findings clearly to teams.

### Operational & Administrative Support

- Support mailbox management and enquiry triage.
- Prepare compensation assessments and ensure compensation is paid in a timely way.

Manage CEO enquiries and MP enquiries

- Work independently with sound judgement.

### Continuous Professional Development

- Attend training and sector briefings.
- Apply learning and support colleagues.

Person Specification	
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE levels 9-4 in Mathematics and English or demonstratable level of numeracy and literacy skills</li> <li>• Relevant customer service qualification or equivalent level of Experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in a customer-facing role</li> <li>• Proven experience of working with residents with additional support needs</li> <li>• Experience of complaint handling, preferably in the social housing sector</li> <li>• Experience in writing complaint responses</li> <li>• Experience working for an Ombudsman is desirable</li> </ul>
<b>Knowledge, Skills and behaviours</b>	<ul style="list-style-type: none"> <li>• Strong communicator, confident with residents and colleagues.</li> <li>• Committed to excellent customer care, including supporting distressed or residents with additional support needs.</li> <li>• Well-organised, able to work independently and guide others.</li> <li>• Proven track record of meeting targets and delivering positive outcomes.</li> <li>• Creative problem-solver, able to tailor solutions to individual needs.</li> <li>• Skilled at negotiating and resolving competing interests.</li> <li>• Able to review processes and suggest improvements.</li> <li>• Confident using Microsoft Office; housing systems experience (e.g. Orchard, CRM, Dynamics) is a plus.</li> <li>• Good understanding of social housing and customer-facing services.</li> <li>• Knowledge of the Housing Ombudsman Complaints Handling Code and Tenant Satisfaction Measures.</li> <li>• Curious, analytical, and committed to continuous improvement.</li> <li>• Strong investigative skills: evidence review, chronologies, and root-cause analysis.</li> <li>• Able to manage conflict professionally with empathy and fairness.</li> <li>• Skilled at spotting patterns, trends, and recurring service issues.</li> <li>• Trauma-informed approach with awareness of safeguarding and vulnerability.</li> <li>• Adapts communication style to meet resident needs and ensure accessibility.</li> <li>• Committed to ongoing learning and staying up to date with sector guidance.</li> </ul>