

## Job Description

<b>Job Title:</b>	<b>Senior Customer Resolution Manager</b>
<b>Reporting to:</b>	Executive Director of Strategy, Governance and Assurance
<b>Department:</b>	Strategy, Governance and Assurance
<b>Direct Reports:</b>	5
<b>Budget:</b>	Compensation, £150k
<b>JD date reviewed:</b>	November 2024
<b>Job Level:</b>	17
<b>Job Family:</b>	Customers

### Job Purpose

As our subject matter expert, the Senior Customer Resolution Manager is responsible for identifying strategic and operational risks and trends, mitigating risk and implement strategies and initiatives to lead customer satisfaction, trust and confidence in Eastlight. They will ensure the effective resolution of customer complaints and compliance with the Housing Ombudsman Code. This role plays a critical part in protecting the association's reputation and mitigating risk by understanding trends and ensuring customer issues are resolved promptly. The Senior Customer Resolution Manager will lead a team to foster an organisation wide resident-led culture, monitor trends, ensure learning across the organisation, and drive continuous improvement in service delivery and complaints handling. They will provide business assurance to the Member Responsible for Complaints, CIC, Board and Executive Team.

### Key Strategic Responsibilities

**Compliance:** Ensure full compliance with the Housing Ombudsman Code, including timely and thorough responses to Ombudsman directives and the preparation of annual Ombudsman reports.

Understand our performance in the context of the wider housing sector, provide information, recommendations and flag issues with the Executive and wider leadership team.

Keep abreast of sector good practice and compliance and sector changes advising the Executive and shaping the team and its service in response. Improve our service by learning from other sectors.

Ensure our policies and procedures are robust and compliant and are regularly reviewed and updated to include best practice.

**Risk Mitigation:** Analyse information and identify trends arising from customer feedback, complaint handling and Ombudsman determinations. Work with the Executive and wider leadership team to effectively mitigate strategic and emerging risks.

Actively work to mitigate operational risks by ensuring customer complaints are addressed quickly, preventing escalation and potential reputational damage.

**Organisational Accountability:** Partner with the Leadership Team to hold departments accountable for implementing corrective actions based on complaint trends and ensure continuous improvement across the organisation.

Influence and inspire senior leaders across the organisation to adopt best practice and new courses of action in complaint resolution and mitigation.

Provide subject matter expertise to ensure Eastlight are at the forefront of complaint resolution, protect the business and actively engage stakeholders at all levels to win hearts and minds in a customer centric culture.

**Stakeholder Reporting and MRC Support:** Provide business assurance. Regularly inform and support the Member Responsible for Complaints (MRC), the CIC and the Board in fulfilling their role to oversee complaints performance, themes, and organisational learning. Provide insights to contribute to strategic decision-making.

### Key Functional Responsibilities

- Lead, develop, and manage the customer resolution team, fostering a high-performance, compliant, and resident-led culture. Set clear objectives, monitor team performance, and ensure adherence to policies, standards, and best practices.
- Strategic lead in ensuring the customer voice is at the heart of everything we do by leading the Customer Experience team to collect in depth information about our customers and using data and feedback to drive through service transformation.
- Collaborate to achieve Eastlight Community Home's strategic objectives, meeting all relevant legal and regulatory standards.
- Act as the designated lead for complaints and the association's subject matter expert on complaint resolution, ensuring robust and compliant handling of all cases.
- Ensure a compliant policy for management of complaints that is consistently applied across Eastlight. Ensure this reflects current best practice and is robustly implemented and report periodically on its outcomes and effectiveness.
- Oversee the organisations handling of all complaints, ensuring they are concluded in a compliant, efficient, and customer-focused manner, including those that use the Housing Ombudsman Service.
- Own and recommend improvements to the complaints service including the policy and the wider organisation awareness to reflect best practices, regulatory updates, and lessons learned.
- Continuously assess, review, report on, mitigate and escalate new and existing risks associated with complaints handling. Keep Eastlight up to date on emerging risks and the latest positive practice

- Implement systems to measure satisfaction of complainants at all stages, using feedback to drive continuous improvement and enhance the resident-led culture.
- Oversee and manage our approach to compensation including a budget for customer compensation to ensure fair and consistent outcomes for customers.
- Detect, analyse, and report on complaint trends and performance metrics, identifying root causes and recommending proactive measures to reduce recurring issues.
- Maintain oversight of Housing Ombudsman sector insights and learning, incorporating findings into self-assessments and recommending improvements based on best practices across the sector. Ensure reports and returns to the Housing Ombudsman are submitted in a compliant manner.
- Focus on continuous improvement to ensure customer satisfaction is enhanced and trust and confidence is restored.
- Ensure the organisation effectively learns from customer feedback and complaints, implementing corrective actions to prevent repeat occurrences.
- Collaborate with cross-functional teams and act as a bridge between customers, leadership, and operational staff to ensure an organization-wide understanding of customer issues.
- Develop our systems to give insight into our customer requirements, creating business intelligence to guide future customer service transformation.
- Recommend changes in business processes, culture, and behaviour across the business to continually improve customer experience by using customer feedback.
- Create an environment of innovation and continual improvement, meaningfully deliver customer success by developing robust performance plans to drive pace and delivery of an exemplar ‘voice of customer feedback.’
- Ensure that appropriate training is delivered across the organisation to ensure appropriate and high quality complaint handling.
- Report to the MRC, executive management team, committees and Board on complaints compliance, risks, trends, performance etc.

Person Specification	
<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level or above or equivalent level of relevant experience.</li> <li>• CIH Level 5 Diploma in Housing or willing to work towards.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working with senior teams</li> <li>• Proven experience in customer resolution management, within housing or a related regulated sector.</li> <li>• Exceptional communication, leadership, and team management skills.</li> <li>• Analytical skills for detecting and analysing trends and implementing process improvements.</li> <li>• Ability to manage budgets and make sound financial decisions.</li> <li>• Highly organised, with a proactive approach to risk mitigation and performance monitoring.</li> <li>• Change management</li> </ul>

<b>Knowledge and Skills</b>	<ul style="list-style-type: none"><li>• Strong understanding of the Housing Ombudsman Code and relevant regulatory requirements.</li><li>• Commitment to fostering a resident-led culture and improving satisfaction levels across all customer interactions.</li><li>• Good communication skills and the ability to inspire confidence. Able to demonstrate ability to work collaboratively and influence at various levels in the organisation.</li><li>• Report writing skills for a variety of audiences including the ability to present and explain statistics and trends clearly.</li><li>• Ability to identify risks (financial, reputational and legal; impact and significance), risk assess, articulate those risks and make clear risk based decisions.</li><li>• Ability to manage people and teams.</li></ul>
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