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|  | **Role Profile**  **2025** |
| **Job Title:** | **Complaints Administrator (part- time) 21 hours per week** |
| **Reports into:** | Customer Resolutions Manager |
| **Responsible for:** | N/A |
| **Department/ Location:** | Operations/Stockwell |
| **Disclosure Level:** | Enhanced/Basic |
| **Candidate Overview** | A highly organised and detail-oriented professional with excellent communication and problem-solving skills, the ideal candidate for the Complaints Administrator role is experienced in handling customer complaints with empathy, efficiency, and a strong sense of fairness. They possess a clear understanding of regulatory requirements and organisational policies and are capable of conducting thorough investigations to resolve complaints effectively and within specified timeframes. |
| **Role Purpose:** | To support the effective resolution of customer complaints by coordinating communication, tracking progress, and ensuring timely responses in line with organisational policies and service standards. The role focuses on delivering a positive customer experience, maintaining accurate records, and working collaboratively with internal teams to drive continuous improvement and reduce complaint escalation. |
| **Key Responsibilities:** | |
| **Complaint Management**   * Collaborate with the Customer Resolution Manager to ensure timely completion of complaint issues and repairs are completed within the agreed target, * Implement and maintain a ‘Live’ Action Tracker system to provide real-time visibility and accuracy into the status of all complaints resolutions. * Engage directly with residents to support the investigation and resolution of complaints, ensuring their concerns are accurately understood and addressed.. * Assist in the resolution of complaints by coordinating efforts across relevant departments and maintaining a customer-focused approach.. * Work proactively to reduce the escalation of complaints by addressing issues promptly and effectively at earliest stage. * Promote internal accountability by encouraging team members to take ownership of issues raised through complaints. * Support the Customer Resolution Manager in the compiling ‘Lessons Learned’ from complaints contributing to continuous improvement and sharing insights with the SW9 staffing team.   **Customer Service**   * Ensure a superior quality customer experience is consistently delivered when supporting the resolution of complaints. * Work collaboratively with all stakeholders to ensure that the customer is at the centre of all decisions and actions. * Maintain high levels of customer satisfaction by responding promptly and effectively addressing tenant concerns and feedback.   **General**   * Inspire and be a role model, consistently demonstrating the SW9 culture and values. * Attend evening meetings as required. * Provide assistance to the Head of Customer Services and wider Customer Services Team as reasonably requested. | |
| Passionate about delivering 5\* customer service | |
| **Standard Responsibilities**  Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:   * Code of Conduct * Health and Safety * Data Protection, privacy, and use of IT resources * Regulatory standards and probity * Risks and internal controls framework * Human Resources policies and procedures * Equality and diversity | |
| **The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is required.** | |
| **Contacts - External/Internal** | |
| * Board and Committee members. * Residents and resident representatives * Contractors and consultants * Executive Director, Senior Leadership Team, Operational Managers, and staff within SW9 CH * SNG Asset Management Team * Members of Parliament and Local Councillors | |

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| **Person Specification** | |
| **Education** | * A good standard of education commensurate to the role. |
| **Knowledge** | * Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility. * Knowledge of social housing sector. |
| **Experience** | * Experience managing formal complaints processes within housing, or a similar public-facing environment. * Advanced experience using NEC/Northgate |
| **Skills** | * An enthusiastic individual with a passion for people and customer service * Someone who is driven and can work on their own initiative and works well as part of a team. * Excellent administrative skills to manage a diverse workload. * Confidence using Excel to track, monitor and report on case progression. |
| **Abilities** | * A calm and organised approach to handling sensitive or challenging issues. * Strong verbal communication skills and the ability to adapt this approach for different audiences. * Ability to work effectively as a member of a small team. * Excellent listening skills to understand issues raised by a wide variety of customers. * Ability to use initiative while working within guidelines. * Excellent time management skills and able to prioritise, plan own workload and show flexibility. * Adaptable and ‘can do’ attitude. * A strong focus on service quality and timely resolution. |
| **Systems** | * Northgate -NEC * Use of MS office * CRM * SharePoint, * P2P |
| **Competencies** | * Able to manage and prioritise demanding workload. * Meet deadline and KPIs. * Calm and professional * Self-motivated and personal with a ‘can do’ approach. * Seeks opportunities for improvements. * Actively demonstrates interest in all aspects of the business |
| **The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is required.** | |
| **We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HEART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HEART behaviours: -** | |