|  |  |
| --- | --- |
|  | **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
 |

|  |
| --- |
| **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: -** |