



## JOB SPECIFICATION

**Job title:** Customer Resolution Team Leader

**Responsible to:** Customer Resolution and Improvements Manager

**Purpose:** To manage a team of Resolution Advisors to handle customer feedback and complaints, ensuring team performance is meeting agreed standards against VIVID complaints and compensation policies, whilst ensuring the team develop a positive culture of complaints across VIVID. All tasks to deliver against VIVIDs Complaint and Compensation Policies, ensuring compliance with the Housing Ombudsman code underpins all activities.

**Location:** Portsmouth

Key Areas	Description	Performance standards are satisfactory when: -
Complaints and Compliments	<p>Support the Customer Resolution and Improvements Manager to develop a positive complaint culture across the business.</p> <p>Manage the Customer Resolution Team, ensuring they build strong working relationships across all business teams and with our customers.</p> <p>Work in partnership with other Customer Resolution Team Leader, ensuring consistency of service for all staff and customers.</p>	<p>Complaints are recognised as an opportunity to learn and improve service to customers.</p> <p>Complaints are handled effectively with the team recognised as being the experts for complaint and compensation enquiries.</p> <p>Team is managed effectively, and customers receive equally high standards of service.</p>

	<p>Support the Team to identify where complaints could be resolved at an earlier Stage and provide support and advice to achieve this.</p> <p>Ensure the Customer Resolution Advisors effectively manage their caseloads, allocating cases as appropriate whilst making best use of resources.</p> <p>Monitor performance of the Customer Resolution Advisors to ensure consistency of service, using established Quality Assurance framework.</p> <p>Work with Quality Manager to ensure improvements are embedded into service.</p> <p>Manage individual performance in line with HR procedures- developing staff or taking remedial action where necessary.</p> <p>Support the Customer Resolution Advisors to reach the right outcomes for customers in line with business objectives and Ombudsman requirements.</p> <p>Ensure the Customer Resolution Advisors effectively identify root causes and tangible actions to prevent future complaints of the same nature.</p>	<p>Increase in complaints resolved at the earliest opportunity.</p> <p>Complaints are processed effectively within the business, meeting all KPIs.</p> <p>Advisors comply with processes and manage complaints in accordance with our policy and expected standards in a consistent manner.</p> <p>Feedback is used to improve performance and service to customers.</p> <p>Performance is effectively monitored. Staff are provided with an opportunity to develop when under performance is identified; remedial action taken where appropriate.</p> <p>Confidence that outcomes delivered are proportionate, consistent, and meet Policy and Ombudsman requirements.</p> <p>Root causes and actions taken to reduce complaint volumes of that nature can be clearly evidenced.</p>
--	---	---

	<p>Support the Team to reach positive outcomes for customers wherever practicable, and in line with policy, to minimise the impact of complaints escalating to Stage 2 or externally.</p> <p>Review audited complaints and analyse performance highlighting issues and themes to the Customer Resolution Manager and relevant teams across the business.</p> <p>Manage the Team to meet all agreed standards, policy and Ombudsman requirements, plus all relevant KPI's.</p> <p>Monitor compliments and surveys and identify where we can learn from positive feedback.</p> <p>Actively seek out opportunities for learning, ensuring self and team keep abreast of changes and advice from Housing Ombudsman</p>	<p>Positive outcomes are agreed, reducing complaint escalations and external referrals.</p> <p>Team performance is monitored with best practice and areas of improvement identified and shared with teams across the business.</p> <p>Internal and external standards of complaint management and KPI' are met.</p> <p>Positive feedback is recognised, shared, and celebrated.</p> <p>Team are well informed and ensure service delivered against the Housing Ombudsman scheme and code</p>
Complaint Escalations	<p>Support the Customer Resolution Advisors to coordinate Stage 2 escalations, reviews, lessons learnt and all other Stage 2 activities.</p> <p>Allocate Heads of Service (HoS) or Subject Matter Experts (SME's) to review complaints at Stage 2</p>	<p>Stage 2 complaints are dealt with consistently, timescales are adhered to, and lessons are learnt to improve services.</p>

	<p>Ensure the team advise customers of the external referral process.</p> <p>Respond and support with complaints referred to the Ombudsman.</p> <p>Handle any complaints related to poor service or conduct of team and ensure improvements are made.</p> <p>Own and manage complex complaints at Stage 2 as and when required.</p> <p>Quality Assure responses to MP dissatisfaction</p>	<p>Stages 2s are allocated appropriately to ensure the right outcome for customers and resources are used effectively.</p> <p>Customers are aware of the appropriate external body to refer unresolved issues.</p> <p>Ombudsman enquiries will be dealt with within prescribed timescales.</p> <p>Complaints regarding service are dealt with professionally in line with policy and procedures.</p> <p>MP responses are of a high standard and offer effective resolutions</p>
Training and support	<p>Create and deliver a programme of complaints training across the organisation, using feedback and insight to ensure training is fit for purpose.</p> <p>Provide ongoing support and advice to Customer Resolution Advisors when dealing with complaints to help achieve quality and consistency.</p> <p>Embed a culture of continual learning, ensuring team members reference the latest policies, procedures and standards in their customer responses</p>	<p>Complaints handlers at all levels have a full understanding of our policy and expected standards and feel confident in dealing with complaints and recording on systems.</p> <p>Staff feel equipped to deal with complaints and produce high quality responses.</p> <p>Team is well informed, and customers are provided with the most up to date information</p>

Learning	<p>Monitor complaints performance on a monthly/quarterly basis, analysing data, including root cause analysis, and identifying key trends.</p> <p>Support in the delivery of a programme of 'Lessons Learnt' in an agreed format to ensure we are learning and developing as a result of complaints insight.</p> <p>Monitor improvement plans and keep team updated on changes to business practice.</p> <p>Support the CRIM to prepare reports and provide insight on complaints performance as required.</p> <p>Ensure the effective processing of customer feedback from satisfaction surveys</p>	<p>Knowledge is shared to enable continual improvement.</p> <p>We learn from complaints and can demonstrate this.</p> <p>Areas for improvement are identified and shared with wider business.</p> <p>Relevant insight is shared with all key stakeholders.</p> <p>Feedback is processed, issues resolved, and the customer voice is 'heard'.</p>
Management	<p>Carry out employee performance and development appraisals, identifying training and development needs.</p> <p>Manage disciplinary, grievance, harassment, performance and absence management investigations and processes for the team and assist in these procedures for other service where an independent manager is required.</p>	<p>Fully engaged highly performing team with clearly defined objectives, targets and development plans</p> <p>Boundaries and behavioural expectations are clearly understood and demonstrated on a daily basis.</p>

	<p>Help improve performance of the department by regularly coaching and mentoring staff as needed.</p> <p>Ensure best practice is implemented by all advisors in the management of complaints.</p> <p>Implement VIVID's Health and Safety Policy and Procedures, ensuring that all practices and procedures are undertaken in accordance with ensuring a healthy and safe working environment and that all employees are aware of their responsibilities in respect of their role.</p> <p>Actively promote non-discriminatory behaviour to ensure equal opportunities for all. Challenge perceptions and behaviour and lead by example to promote equality and diversity at all levels within the team and the wider business.</p>	<p>The team is recognised as a strong performer throughout the organisation and are perceived as the experts in their field.</p> <p>Team is aware of their Health and Safety Responsibilities. Incidents and accidents are managed appropriately Near misses are reported in time good and accurately along with root cause analysis.</p> <p>Team members are aware and exhibit non-discriminatory behaviour to ensure equal opportunities for all.</p>
Other	<p>Promote achieving excellence and continuous improvement throughout the organisation.</p> <p>Carry out other duties which are broadly consistent with the job description and level of the post.</p>	<p>Being an ambassador for change, making things happen</p> <p>Responding promptly when relevant issues are identified</p>
Diversity	<p>Ensure adherence to duties in relation to Equality and Diversity</p>	<p>Demonstration of behaviours which best support equality and diversity within the workplace</p>

<p>Health and safety</p>	<p>Ensure the highest standards of health and safety are maintained in all areas.</p> <p>Take care of your own safety and that of others who may be affected by what you do (or do not do)</p> <p>Ensure all staff reports are provided with sufficient information, instruction, training and supervision and the equipment necessary to undertake their role.</p> <p>Ensure all staff under your control are competent to undertake the duties required of them and that their work does not endanger anyone (including non-employees).</p>	<p>There is a great Health and Safety culture across the department.</p> <p>Individuals personally adopt behaviours which adhere to all Health and Safety policies and practises.</p> <p>All staff are equipped to undertake their duties within a safe environment with confidence and knowledge.</p>
--------------------------	---	--

## Person Specification

Qualifications	<ul style="list-style-type: none"> <li>Five GCSE Grades A-C (or equivalent) including Maths &amp; English Language</li> </ul>	E
Knowledge & Experience	<ul style="list-style-type: none"> <li>Demonstrable experience of effective complaint handling and a proven track record of delivering excellent customer service</li> <li>Experience of leading, supervising and managing a team</li> <li>Proven track record of delivering services which meet organisational standards, external requirements and KPI's.</li> <li>Experience of communicating verbally and in writing to a high standard with customers, suppliers, colleagues, and external stakeholders at all levels</li> <li>Proven track record of delivering positive outcomes for customers.</li> <li>Experience of handling and analysing data, ensuring attention to detail, and mitigating any inaccuracies.</li> <li>Experience of working under pressure and dealing sensitively with challenging situations with customers and colleagues with varying needs.</li> <li>Experience of acting as a coach or mentor to improve service delivery.</li> <li>Experience of delivering training</li> <li>Experience of carrying out effective presentations</li> <li>Knowledge of the housing sector and relevant external bodies in relation to effective complaint management</li> <li>Knowledge of external regulation and emerging standards applicable to Housing</li> <li>A good working knowledge of Microsoft office packages including Outlook, Word, and Excel.</li> </ul>	E E E E E E E E E E D D E
Skills	<ul style="list-style-type: none"> <li>Excellent communication and listening skills.</li> <li>Influencing skills with experience of dealing directly with customers</li> <li>Ability to mentor staff and identify development needs to ensure individuals reach their potential and meet business need.</li> <li>Able to build and develop positive relationships with business areas, working in partnership to reach positive outcomes.</li> <li>Excellent organisational skills with experience of prioritising workload when dealing with conflicting priorities.</li> <li>Ability to work with other stakeholders to maximise customer satisfaction.</li> <li>Shows initiative and makes appropriate decisions.</li> <li>Analytical with the ability to exercise good judgement.</li> <li>Problem solving skills.</li> <li>Able to work under pressure and deal sensitively with challenging situations with individuals with varying needs</li> </ul>	E E E E E E E E E E





## JOB SPECIFICATION

Personal Qualities	<ul style="list-style-type: none"><li>• Comfortable with change; proactively looks to continually improve.</li><li>• Has the ability to 'make things happen'?</li><li>• Able to work alone or as part of a team.</li><li>• Motivated to meet targets with the support of their team.</li><li>• Proactively live our values</li></ul>	E E E E E
Other	<ul style="list-style-type: none"><li>• Able to work outside of usual office hours occasionally</li></ul>	E