

JOB DESCRIPTION

Housing Ombudsman Team Leader

Job title	Housing Ombudsman Team Leader	Directorate	Housing
Location	Hybrid, with a weekly presence in our Rushden office (with occasional travel to our other offices in Peterborough, Boston or Milton Keynes)	Line manager	Senior Complaints and Improvement Manager

Purpose of the job

- > To lead and manage the Housing Ombudsman workstream and Complaints Team, ensuring high-quality complaint resolution, regulatory compliance, and team performance in line with service standards.

Key tasks and responsibilities

- > To provide clear leadership to the Complaints Team, ensuring a high-quality complaints service is delivered with service standards and targets achieved (productivity, quality, and satisfaction).
- > To support and coach the team to develop expertise in responding to complex cases, ensuring good quality, well written responses.
- > To robustly monitor and report on performance, from Housing Ombudsman cases including highlighting areas of strength and improvement for the team and individuals.
- > To work to identify and mitigate risks of negative Housing Ombudsman Determinations, including proactively identifying any complaint handling issues.
- > To champion a positive complaints culture across Amplius, including our partners contactors.
- > To work closely with other internal stakeholders on determination orders and recommendations from the Housing Ombudsman, ensuring timescales are met and compliance of the code.

- > To project manage determinations received and orders attributed to any determinations, being the lead officer in ensuring Amplius is compliant in meeting the orders issued.
- > To engage and liaise with the Housing Ombudsman in respect of information requests and determinations received; being a contact point for the Housing Ombudsman.
- > To oversee the day-to-day management of all contact from the Housing Ombudsman via the portal ensuring all regulatory timescales are met.
- > To ensure Amplius' data protection and information governance procedures are adhered to by team members. To champion and ensure robust record keeping on CRM Dynamics.
- > To undertake the completion of quality audits to identify good practice and areas for improvement, as well as training requirements.
- > To work with the Learning and Support officer and the Complaints and Improvement Manager to analyse complaint trends and root causes so lessons learnt are routinely reported and monitored.
- > To make sure resources are effectively deployed so a high level of service is maintained, and all team targets are achieved.
- > To become an expert on company practices and policies to ensure a quality complaint service is delivered. To coach the Complaints Team to become experts in the relevant service areas.
- > To work with the Complaint and Improvement Manager to lead, manage and develop the Complaints Team, ensuring expectations are clear, poor, and mediocre performance is tackled and strong performance is recognised.

Scope and impact

Scope:

- > Lead and manage the Housing Ombudsman workstream, ensuring compliance with regulatory standards, high-quality complaint resolution, and team performance in alignment with Amplius' service standards.
- > Provide day-to-day management of all communications and determinations from the Housing Ombudsman, ensuring adherence to regulatory timescales and compliance with the Housing Ombudsman Code.
- > Oversee quality audits, identify trends, and collaborate on training requirements to enhance team performance and ensure consistent improvement in complaint handling practices.

Impact:

- > Strengthen organisational compliance by ensuring timely and effective responses to Housing Ombudsman determinations, mitigating the risk of negative outcomes.
- > Enhance the reputation of Amplius by fostering a positive complaints culture and delivering a high-quality complaints service.
- > Contribute to improved customer satisfaction and service delivery through proactive coaching, performance monitoring, and trend analysis to address root causes of complaints.

Key relationships

- > Internal Relationships – Wider Complaints Team and all internal departments within the organisation.
- > External Relationships – Housing Ombudsman.

PERSONAL SPECIFICATION

Housing Ombudsman Team Leader

The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Qualifications

Essential:

- > Educated to a good standard of education or equivalent through relevant training/experience.

Desirable:

- > Relevant professional qualification or an equivalent leadership qualification.
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Experience and knowledge

Essential:

- > Experience of resolving complaints successfully and within agreed timescales.
- > Experience of promoting effective partnership working with others i.e. colleagues, contractors and/or stakeholders.
- > Previous experience of reviewing and improving practices.
- > Experience of working in a fast-paced customer facing environment.

Desirable:

- > Proven experience of leading a team and managing people through change.
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Skills and competencies

Essential:





- > Excellent communication (written and verbal) and interpersonal skills.
- > Highly organised and efficient with strong analytical skills.
- > Demonstrate strong and effective leadership.
- > Effective relationship building, challenging and negotiating skills

Characteristics

Essential:

- > Promotes equality of opportunity for all people as employees or customers.
- > Promotes an environment where everyone can thrive and reach their potential.
- > Recognises and values the diversity of the communities where the organisation works.

Our values

 <p>People come first</p>	<p>Everybody matters to us. We care deeply about our colleagues and customers. We have fun and get to know and understand the people we work with. We provide a heartfelt service and treat everyone with dignity and respect.</p>	 <p>In it together</p>	<p>Our work is all about delivering excellent partnerships and building communities. We collaborate instead of competing. We achieve the best results by working together as one team.</p>
<p>We absolutely own it by doing what we say we'll do and being accountable for our actions. We believe in fairness, equality and inclusivity. We operate with integrity and help those who need it the most.</p>	 <p>Do the right thing</p>	<p>We're committed to providing better services and building more homes. We're ambitious, proactive and forward thinking. We want to amplify our impact, influence policy and transform the sector.</p>	 <p>Driven to do more</p>

Additional duties clause

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

To be reviewed as part of the Job Description review process.