



RECRUITMENT

Performance & Complaints Coordinator

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Letter to Applicants

Performance & Complaints Coordinator

December 2021 - January 2022

Dear Applicant,

Re: Performance & Complaints Coordinator

Thank you for responding to our recent advertisement for the post of **Performance & Complaints Coordinator**.

The following are accessible via our online recruitment site.

- An application form (including Criminal Records Disclosure Form and Equal Opportunities Monitoring form).
- The job description.
- The person specification.
- Principal terms and conditions of employment.

Further information about Watmos can be found on our web site www.watmos.org.uk

Before completing your application, please read the job description and the person specification carefully. The selection panel will only short list applicants who have demonstrated on their application form that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application. You may refer to not only your paid work but also any voluntary work and your personal activities. **You must complete the online application fully including all education, all employment history and additional information as the panel will not consider information on your CV.** Should you have any questions or have special requirements please e-mail recruitment@watmos.org.uk or contact Raj Kaur, Human Resources Officer on 01922 471910.

- The closing date for receipt of applications is **23rd January 2022**.
- Shortlisting will take place on week commencing **24th January 2022**.
- Interviews will be held on week commencing **31st January 2022**.

We regret that we will not be able to contact applicants who have not been shortlisted. Therefore, please assume that you have not been successful if you do not hear from us before the interview date.

All the very best with your application.

Yours sincerely,

M. Anderson

Michael Anderson
Group Human Resources Manager

Advertisement

Performance & Complaints Coordinator



Leading the way in resident managed housing Watmos' unique approach has put it at the forefront of transforming communities and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

Performance & Complaints Coordinator
Salary: £23,947 plus benefits
Location: Walsall, West Midlands

This role involves collation, analysis and production of performance information, customer satisfaction information and benchmarking activities as well as delivering a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied residents and assisting with the delivery of various corporate projects and events.

The successful candidate will possess knowledge of housing legislation, an understanding of the relationship between costs, customer care and performance and the ability to actively monitor the organisation's progress. Also required is experience of processing customer complaints, collating, analysing and producing performance information and updating and maintaining records on a computerised system.

The successful candidate will also possess excellent written and verbal communication, interpersonal, customer service, report writing and organisational skills and proficiency in using Microsoft Office Applications.

To download a recruitment information pack and complete an online application form:

Visit: <https://watmos.current-vacancies.com/v?id=WATMOSCOMM&t=Watmos-Careers>
e-mail: recruitment@watmos.org.uk
Write to: Raj Kaur, Human Resources Officer
Watmos Community Homes, 116-120 Lichfield Street,
Walsall, West Midlands, WS1 1SZ
Closing Date: 23rd January 2022

Job Description

Performance & Complaints Coordinator

Job Title:	Performance & Complaints Coordinator
Responsible to:	Performance & Projects Officer
Responsible For:	None
Significant Relationships:	Watmos Group Staff TMO Committee Members Residents
Location:	Watmos Community Homes, 116-120 Lichfield Street, Walsall, WS1 1SZ and remote working.
Special Conditions:	Occasional weekend and evening work will be required. Some possible travel to London including some overnight stays.

Job Purpose

- Collate, analyse and produce performance information and benchmarking data.
- Deliver a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied residents.
- Proactively contribute to identifying continuous improvement initiatives, developing business intelligence to identify changes, solutions and improvements in both the complaints process and customer insight.
- Collect and collate customer satisfaction information and identify opportunities for service improvement.
- Assist with the delivery of various corporate projects and events as and when required.

Job Description

Performance & Complaints Coordinator

Key Responsibilities

1. Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
2. Ensure the accurate recording of data and customer information to ensure high levels of performance and standards of customer service at all times.
3. Collate, analyse and produce monthly Key Performance information for Executive Management Team, TMOs and Boards.
4. Produce quarterly performance presentation for Area Board and reports for TMO Committees.
5. Assist with the assurance map and Corporate Plan KPIs and Corporate Plan assessment framework.
6. Analyse and provide reports on the CRM system.
7. Receive and record complaints and compliments across the service in line with the complaints procedure. Monitor progress of complaints.
8. Carry out customer satisfaction surveys with regard to complaints.
9. Produce monthly management reports on analysis of complaints recommending service improvements, policy changes as appropriate.
10. Develop close partnerships with internal managers/teams and external contractors in order to ensure that complaints are resolved satisfactorily within a timely manner and customers receive a high quality service.
11. Assist in the production of guidance and delivery of training on complaints across the organisation when required.
12. Provide support for and collate information for Ombudsman cases.
13. Prepare regular information reports for senior managers regarding complaints and insight activity, including trends, outcomes and issues.
14. Provide advice, support and information to customers in a sensitive and confident manner, applying a customer first approach when dealing with colleagues and customers.
15. Deal with situations with tenants that, at times, that may be contentious and complex in nature.
16. Ensure that all complaints and requests for information are dealt with effectively within set timescales and resolved at the earliest point of contact.
17. Create and administer customer satisfaction surveys. Collate all information gathered from customer satisfaction surveys and produce reports and presentations.

Job Description

Performance & Complaints Coordinator

- 18. Assist with the coordination and delivery of various corporate projects and events as and when required.
- 19. Comply with and implement the GDPR (General Data Protection Regulation).

Note

These duties may be performed on behalf of any member of the Watmos Group.

No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.

Person Specification

Performance & Complaints Coordinator

ASSESSED		
	ON APPLICATION FORM	AT INTERVIEW PROCESS
Qualifications		
1. Relevant housing or equivalent administration qualification or Qualified by experience to an equivalent level.	✓	✓
Professional Knowledge & Experience		
1. Experience of processing customer complaints.	✓	✓
2. Knowledge of housing legislation.	✓	✓
3. Experience of collating, analysing and producing performance information.	✓	✓
4. Experience of updating and maintaining records on a computerised system. Experience and competence in the use of Microsoft Office applications.	✓	✓
5. Understanding of the relationship between costs, customer care and performance and ability to actively monitor progress within the organisation.	✓	✓
6. Experience of planning, organising and coordinating a range of organisational activities and events.	✓	✓
7. Experience of working in a customer focused service delivery environment.	✓	✓

Person Specification

Performance & Complaints Coordinator

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
Skills & Abilities			
1.	Commitment to resident management, involvement and empowerment.		✓
2.	Communicates effectively using a range of methods (verbal, written, telephone, email).		✓
3.	Ability to work productively within a team environment.		✓
4.	Understanding of, and commitment to fairness, equality and diversity.		✓
5.	Demonstrates tact and diplomacy at all times.		✓
6.	Positive, professional attitude and manner with the ability to work under pressure to meet targets and deadlines.		✓
Flexibility and Commitment			
1.	Commitment to attending evening and weekend meetings and events as required.		✓
2.	Willingness to contribute to and be actively involved in Watmos tenant involvement and community empowerment activities and events.		✓
3.	Willingness to travel to around the UK as required.		✓

Terms & Conditions

Performance & Complaints Coordinator

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package: -

Salary: The annual salary is £23,947 plus benefits.

Expenses: The post holder will receive the appropriate mileage allowance where a car is used for business purposes. All reasonable business expenditure (including train journeys, hotel accommodation and subsistence) will be reimbursed on production of receipts.

Pension

- Watmos operates the Pensions Trust FRP Defined Contribution Scheme.
- Your contribution rate is a minimum of 4% of your salary, but you can contribute more should you so wish.
- Watmos also contributes the equivalent of 4% of your salary towards your pension.
- You can opt out of the pension scheme should you so wish.

Hours of Work: The post is offered on the basis of a 37 hour week, Monday to Friday. Some evening and weekend work is required.

Flexible Working Scheme: Watmos operates a flexible working scheme, offering employees the opportunity to build credit to take up to one day off every 4 weeks depending on work commitments and cover.

Annual Leave: Annual leave entitlement is 25 days rising to 30 over a five year period pro-rata as appropriate for part-time or fixed-term posts.

Bank Holidays and Additional Days: Watmos' staff are entitled to 12 additional days leave that fall under the categories of Bank Holidays and additional concessionary days.

Professional Subscriptions: Watmos will reimburse the cost of one annual subscription to a relevant professional institution.

Salary Sacrifice Schemes: Watmos offers a range of salary sacrifice schemes including car lease, childcare vouchers and cycle to work.

Retail Discounts: Watmos offers a retail discount scheme offering high street, travel and leisure discounts.

Travel to Work Loan: Watmos offers a travel to work loan scheme to assist with the purchase of travel season tickets.

Flu Vaccination: Watmos offers a free flu vaccination.

Car Parking: Free car parking is available adjacent to the Watmos' offices.

Probationary Period: The post will be subject to a six months probationary period.

Notice Period: You may terminate your employment with Watmos by giving one month's written notice. The minimum period of notice to which you are entitled from Watmos during the probationary period is two weeks. The period of notice to which you are entitled following successful completion of the probationary period is one month.

Health Screening: All employees joining the organisation are asked to complete a 'Health Declaration' form.

About

WATMOS Community Homes

INTRODUCTION

WATMOS Community Homes is a unique social housing landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 300 leaseholder properties. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around ten Tenant Management Organisations (TMOs).

OUR MISSION

Our mission is:

“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”

KEY PRINCIPLES

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

About

WATMOS Community Homes

OUR CORPORATE DIRECTION

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

OUR VISION AND VALUES

Democratic local resident control and service delivery through tenant management organisations

As a community-based organisation with strong roots in our neighbourhoods, we're committed to providing services through our TMO partners at a local estate level, through accessible offices within walking distance. We believe this is what makes our residents the best people to help us set, scrutinise and deliver the services we provide. Their key insights and involvement ensure we maintain an effective, efficient approach to managing our business and improving our performance.

Providing a secure and pleasant residential environment

We know that many tenants choose to live on our TMO-managed areas because of the attractive environments and the feeling of security. To protect and promote these benefits we'll maintain the homes and keep them in excellent condition. We'll also effectively manage the estates, addressing all levels of anti-social behaviour while investing in environmental improvements.

Offering social and personal development opportunities

Because we believe our communities should thrive, we provide accredited training and support to help our residents to grow socially, develop work skills and flourish. By partnering specialist organisations, we help them improve areas like personal finances, health and well-being, allowing them the freedom and the choices to live better lives and enjoy our communities.

We recognise our staff are also an invaluable resource. We're committed to ensuring that every member has a personal development plan offering the benefits of mentoring, training and guidance to improve their CV, raise their confidence and improve performance. It empowers them to make fantastic business decisions and progress their skills and self-esteem.

Offering value for money

We're proud to be an independent Registered Provider that's resident controlled. We take great care to ensure that our financial success supports the vision and ambitions of our unique organisation. Our ethos of offering value for money is a primary objective and the views of residents and stakeholders drive our understanding of performance in this area. As a team, we pledge to keep WATMOS Community Homes financially strong without lowering the high standard of local housing services we offer. We're also committed to maintaining the transparency our residents expect. As a result, we ensure our business plan is up to date and fit for purpose whilst also promoting a positive relationship with our Regulators and Funders.

About

WATMOS Community Homes

Working with others to provide strong sustainable community led housing

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally WATMOS Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

OUR CORPORATE PRIORITIES 2018 – 2023

Investing in our Homes and Neighbourhoods

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

Promoting Community Empowerment, Involvement and Social Value across our Operations

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy
- Improving our external image, community relations and service delivery

About

WATMOS Community Homes

Organisational Prosperity

We're a unique organisation offering residents more than housing. We want to understand and quantify the difference our approach has made to improving quality of life for our residents. We'll use this information to ensure the organisation prospers, so more people benefit now and in the next generation.

We aim to achieve this by:-

- Ensuring strong governance, including succession planning, skills analysis and good practice in governance.
- Growing our organisation strategically by stock transfer, acquisition and development.
- Building productive working relationships, partnerships and strategic alliances.
- Improving our financial efficiency and corporate financial strength.
- Offering greater transparency in our financial business and striving for delivering Value for Money in the context of our service delivery model.
- Improving our internal and external communications, increase our profile and influence within social housing and mutual housing models.
- Continuing to manage risk effectively, including high level risk and assurance at Board level, as well as risk triggers throughout the business.
- Making technology work for us to streamline back office functions and front line services.

Investing in Our People

We know our organisation's success relies on the dedication of our volunteers and staff. The commitment and contribution made by every one of them is invaluable and hugely appreciated. In return, we aim to support them in developing their own personal skills and reach their full potential. It's also important for staff to recognise a direct link between the performance of the organisation and their pay, so we can work together to create an even more successful organisation.

We aim to achieve this by:-

- Developing a culture of high performance and efficiency.
- Ensuring that staff and volunteers who've contributed to our success are recognised and rewarded.
- Ensuring staff and volunteers are capable and competent to meet organisational goals.
- Achieving high levels of staff satisfaction through employee well-being, involvement, commitment and pride.
- Inspiring individual members of staff to learn, develop and support their career aspirations.
- Celebrating and communicating our success.

About

WATMOS Community Homes

Delivering and Improving our Community Led Housing Services

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of WATMOS Community Homes.

We aim to achieve this by:-

- Being a great landlord offering locally based, high quality services.
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.