

# Customer Resolutions Co-ordinator

## Job Description

### Our Vision

We provide excellent services to customers

and build new homes to help more people.

We make sure our homes are safe and sustainable

and strive to do more by making the most of our resources.

## About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 17,000 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

### Our values

#### Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first

#### Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus

#### Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation

#### Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect

#### Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others

**Post:** **Customer Resolutions Co-Ordinator**

**Direct Reports:** **None**

**Regular Contacts:** Customers  
Colleagues across all directorates  
Members of Parliament  
Housing Ombudsman Service  
Local Authorities & other partner organisations  
Contractors

**RESPONSIBLE TO:** **Customer Resolutions Manager**

**JOB PURPOSE:**

To provide an efficient and effective administration support to the Customer Resolutions Team and assist in delivering an outstanding complaints service to our customers and stakeholders.

You will be the first point of contact for customers by telephone and email to acknowledge, log and understand the scope of their complaints.

You will be responsible for capturing information, requesting relevant evidence, providing excellent customer service as well as managing customer expectations. You will make triage assessments and decide which member of the team the complaint is allocated to.

Where possible you will seek to resolve low-level dissatisfaction and service requests via the informal complaints process directly with customers, collaborating with colleagues across the business.

You will be responsible for managing the customer resolutions mailbox and telephone line. You will need to process compensation payments, compile weekly complaint-level statistics, compile Ombudsman packs and be responsible for sending out customer satisfaction surveys.

You will need to demonstrate your knowledge of the Housing Ombudsman Service and Complaints handling code to deal with service requests and informal complaints.

**KEY ACCOUNTABILITIES:**

- Provision of a fully effective and efficient administration service to the Customer Resolutions team including but not limited to dealing with customer enquiries either by telephone or e-mail ensuring the highest standard of customer service is consistently delivered.
- Be the first point of contact for customer queries and questions.
- Effective management of the mailbox and inbound phone calls.
- Make an assessment of the complaint based on initial contact and allocate to the appropriate person.
- Responsible for the management of compensation claims ensuring these are processed in line with policy, process and timescales.
- Carrying out routine administrative duties.
- Responding appropriately to correspondence from customers and stakeholders in accordance with Customer Care Standards and to a high-quality standard.

- Responsible for resolving low level dissatisfaction and service requests via the informal complaints process.
- Demonstrate a good knowledge of the Complaints Handling Code, internal policies and procedures including but not limited to compensation and remedies policy.
- Provide feedback on service improvement to drive value for money and efficiencies.
- Compile weekly reports on complaints, MP enquiries and Housing Ombudsman investigation levels.
- Manage customer satisfaction surveys, ensuring these are sent out in a timely fashion and conduct follow-up calls to dissatisfied customers to drive improvement.
- Checking and amending errors as and when reported through our monitoring systems which include Power BI.
- Assist with undertaking complaint analysis to identify themes and learning opportunities.

#### **LEVEL OF AUTHORITY:**

- Make decisions and implement appropriate and consistent actions based on Paradigm's policies and procedures.
- Provide outstanding customer service, even when dealing with dissatisfied customers.
- Effective communication internally and externally by telephone, e-mail and letters.
- Drive improvement and customer satisfaction.

#### **REQUIRED OUTCOMES FROM POST**

Success in this post will be measured by: -

- Increased customer satisfaction for areas of responsibility.
- Achievement of specific personal targets.
- Ensuring a high-quality administrative service is provided to all internal and external customers.
- Ensuring set timescales are adhered to when producing documentation to support the Customer Resolution Team.
- Ensuring all written and verbal correspondence with customers and stakeholders is of the highest standard.
- Ensuring all processes are followed, recommending improvements where required.

#### **PERSON SPECIFICATION**

E = Essential, P = Preferrable

- Excellent written and verbal communication skills. (E)
- Ability to effectively communicate and negotiate with residents, partners, landlords and contractors, especially in difficult situations. (E)
- Ability to investigate complaints through interrogation of our corporate systems and through your problem-solving skills, identify resolutions for customers. (E)
- A positive influence on your immediate team, colleagues and stakeholders you work with. (E)
- Ability to take personal responsibility for assessing situations, making decisions and concluding enquiries. (E)
- Ability to deal with competing priorities. (E)
- Ability to analyse and interpret data findings clearly and provide reports. (E)
- Strong IT skills including Word, Excel, Power-Point and Outlook. (E)

- Ability to work on own initiative with a proactive and creative approach to problem-solving and service improvement. (E)
- Previous experience of working in a complaint environment. (P)