

JOB DESCRIPTION & PERSON SPECIFICATION

Complaints and Resolution Officer

Location: ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to: Complaints and Resolution Manager
Direct reports: None
Team: Complaints
Directorate: Culture, Communications, and Involvement

JOB SUMMARY:

To manage complaints through to resolution by working with ISHA colleagues, teams and contractors to investigate the issues raised and ensure residents or stakeholders receive an appropriate response in accordance with the standards and guidelines of the ISHA Complaints Policy and the Housing Ombudsman's Complaint Handling Code. This includes assessing the merits of a complaint, gathering any relevant evidence to reach an outcome for the complaint. To share learning from complaints with ISHA colleagues and contribute to continuous service improvement

PRINCIPAL RESPONSIBILITIES:

1. To manage ISHA's complaints process including:
 - Manage the complaints email mailbox
 - Record complaints into our IT/digital systems
 - Liaise with relevant departments or stakeholders to progress complaints investigations
 - Adhere to deadline targets
 - Maintain accurate record of correspondence
 - Provide full, accurate and timely responses to residents and stakeholders
 - Record outcomes and actions that result from complaints
2. Advocate for residents' rights and interests, ensuring concerns are resolved fairly
3. Obtain and coordinate information and inputs from colleagues to resolve complaint issue(s), including any sign-off/approval from relevant managers/teams if required
4. To develop and maintain collaborative and productive relationships with all staff and teams to support effective complaint management and resolution
5. To support the Complaints and Resolution Manager and contribute to the day-to-day management of the Complaints Team service
6. To contribute to the continuous improvement of services through learning from complaints
7. To assess and process any claims or awards of compensation as the result of a complaint
8. To escalate to senior management any complaints or issues raised that could have implications for organisation, resident, financial or reputational risk
9. To contribute to developing a positive working relationship with the Housing Ombudsman Service
10. Where necessary provide full, timely responses to MPs and councillors, including building relationships with their offices
11. To contribute to performance reports including statistics, themes and insight from complaints
12. To keep up to date with policies and procedures that impact the management of complaints

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

13. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
14. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
15. To comply with ISHA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
16. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
17. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, Trusted to make the difference, and Respect for everyone in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Complaints and Resolution Officer		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	General secondary education with literacy and numeracy skills.	✓	
Experience			
3.	Experience of applying Root Cause Analysis principles to investigate complaints or problems	✓	
4.	Experience of developing effective working relationships with different levels of internal and external stakeholders and colleagues	✓	
5.	Experience of using data management systems e.g. CRM, Microsoft databases	✓	
6.	Experience of working in the Housing sector		✓
7.	Experience of using initiative to solve problems	✓	
Knowledge & Skills			
8.	Effective communication skills including writing clearly, concisely and accurately, and using plain English	✓	
8.	Competent at MS Office package and other relevant IT applications	✓	
9.	Working knowledge of Housing Sector practices		✓
10.	Organisational and project/time management skills with the ability to manage a busy workload with competing deadlines	✓	
11.	Interpersonal skills – uses negotiating skills and empathy with residents, stakeholders and colleagues at all levels of organisation to achieve results for the organisation and residents	✓	
12.	Creative problem-solving skills	✓	
14.	Ability to work well under pressure, maintain attention to details and work to quality standards	✓	
15.	Knowledge of complaint investigation and resolution best practice	✓	
16.	Skill to manage own personal and professional development to improve professional practice		✓
17.			
18.			
19.			
Values			
20.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> Pride in team ISHA Passionate commitment to customers Trusted to make the difference Respect for everyone 	✓	