



Creating great homes together

Role Profile

Position

Complaints Advisor

Reporting to

Complaints Resolution Lead

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.
- A fast paced, adaptable and highly collaborative environment.
- Your role will have a direct impact on our Customer Experience.
- First class training and support to learn new skills that will set you apart. Encouragement to try new approaches and innovative ways of putting things right.
- Working with talented and ambitious colleagues with an opportunity to learn different areas of the business.

What you are known for

- Being passionate about putting things right and improving service for our customers.
- You will have excellent networking skills.
- You will act with pace and will never compromise on quality.
- The ability to manage challenging situations and maintain professionalism at all times, with attention to detail and an inquisitive mindset.

What you take care of

- As a Complaints Advisor, you will be passionate about improving the customer experience here at Magna.
- You will be responsible for formal complaints received via a number of channels.
- You will work with colleagues from across the business to ensure complaint handling is not just in line with best practice and Industry standards but exceeds this.
- You will be the single point of contact for our customers when handling their complaints.
- You will work with the rest of the organisation to ensure that improvements are made to our services using complaint insight.

What you need to be successful

- You will have excellent communication skills – both written and verbal, you will be able to make the right decisions for our customers and have the ability to evaluate evidence using your experience and sound judgement.
- You will take ownership of your workload and be able to work autonomously.
- You will grow with the role and be able to make it your own.
- You will build relationships but won't be afraid to hold other departments to account when Investigating complaints to ensure fair outcomes.

Qualifications required

Applicants with transferable skills are encouraged to apply.

Relevant experience required – no essential qualifications necessary for this position.

Approved: V1/0525047