

Role Profile

Position

Complaints Resolution Lead

Reporting to

Head of Customer Contact and Community Support

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.

- Unique opportunity to help us make a real difference as part of our Complaints Resolution team.
- Unique opportunity to help us achieve our customer experience ambitions - right service, right time, first time. Opportunity to contribute to service improvement and increase customer satisfaction Friendly and supportive colleagues and a collaborative environment.
- Agile working based at home, travelling to Magna sites and communities as required.
- 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.

What you are known for

- Customer first ethos and the ability to understand and act on customer needs quickly and deliver to those needs where possible Driving a culture where complaints are seen as a positive way to learn about our customer expectations and experience of our services.
- A creative approach to problem-solving and influencing Offering expert support and coaching to colleagues across the business Right first-time approach to interventions, complaints management and dispute resolution.

What you take care of

- Establishing a structure, recorded review and lessons learnt process which includes managers and other service leads.
- Ensuring managers make immediate changes where necessary and ensuring themes are identified, reported and used in projects across the business to improve customer experience.
- Regular reporting to Magna's senior leadership team on the outcomes of complaints and lessons learnt Ensuring compliance with the Housing Ombudsman's Complaints Handling Code.
- Carrying out an annual self-assessment and making changes to policy and operating processes to ensure continued compliance.
- Delivery of a professional and responsive customer complaints service, including quality control of customer and stakeholder communications about complaints and complaints correspondence.
- Ensuring your complaints specialists and others are appropriately trained in dispute resolution and developing a culture that empowers and supports customer-facing teams to own the resolution of customer issues, Building and managing relationships with external referral channels such as the Housing Ombudsman Service, MP's, Councillors, CABx.

What you need to be successful

- Experience of managing people, team building and development Experience of developing and delivering service improvement.
- Ability to analyse and communicate data in meaningful and accessible information/reports that can be used at an organisational, regional and functional level to look at trends, themes and lessons learnt.
- A working understanding of the Housing Ombudsman Service, Complaints Handling Code and social housing consumer regulation.
- Strong working knowledge of maintaining accurate records, reporting accuracy, data quality and validation.
- Ability to prioritise a varied workload and produce high quality work to deadline.
- Able to work without close supervision Strong influencing skills and the ability to build trust with multiple stakeholders with the confidence to engage with internal and external stakeholders across all levels.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

