magna
Creating great homes together

# Role Profile

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| **Position** | **Senior 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're committed to helping you grow in your career. We offer training and development opportunities, and our learning and development team will support you with this.
- We provide a comprehensive benefits package to support your well-being, which includes a generous pension scheme, health care cash plan, wellbeing portal, employee assistance programme, access to Credit Union facilities and our Colleague Voice employee group. These resources are designed to support both your mental and physical health.
- We actively support our local communities and encourage colleague involvement by offering one paid day per year for volunteering.
- You'll also receive from company sick pay and a competitive annual leave entitlement, which increases 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 news kills 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 always maintain professionalism, with attention to detail and an inquisitive mindset.

## What you take care of

- As a Senior Complaints Advisor, you will be passionate about improving the customer experience here at Magna.
- You will work with Heads of Service to investigate and respond to stage two complaints, ensuring customers are supported throughout the process.
- Take the lead on responding to enquires and evidence requests from the Housing Ombudsman Service.
- Supporting and assisting team members in addressing stage one complaints, focusing on resolution and lessons learned.
- 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 collaborate with the entire organisation to ensure that service improvements are implemented based on insights from complaints.

## What you need to be successful

- Excellent written and verbal communication skills are required, along with the ability to make sound decisions for our customers by evaluating evidence with experience and good judgement.
- Assume responsibility for your tasks and demonstrate the ability to work independently, while providing training and guidance to team members as needed.
- A desire to develop within the role and take ownership of it.

## Qualifications required

**Applicants with transferable skills are encouraged to apply.**

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

Approved: V1/0525046