



Creating great homes together

Role Profile

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 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 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 enquiries 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. Attention to ensure that service improvements are implemented based on insights from complaints.
- You will collaborate with the entire organisation.

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 to take ownership of it.

- An ability to build relationships and a willingness to hold other departments accountable when investigating complaints to ensure outcomes.

Qualifications required

Applicants with transferable skills are encouraged to apply.

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

Approved: V1/0525046