

JOB DESCRIPTION

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| Job Title: | Stakeholder Officer |
| Service / Department: | Customer Services |
| Reports To: | Complaints Resolution and Disrepair Manager |
| Responsible For: | Complaints, Disrepair and MP Enquiry Management |
| DBS Check: | Basic |

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

Complaints handling is a key area of our work. How we handle complaints has a direct impact on resident satisfaction and presents an opportunity to improve our services moving forward. Effective oversight and management of complaints is more important than ever, with increased powers for the Regulator for Social Housing and the Housing Ombudsman Service. MP enquires are important and require strong stakeholder management to ensure a speedy resolution.

Disrepair claims are complex, concern matters over a large timescale, and require input from multiple teams, property experts, legal advisers and our insurers to ensure they are brought to the necessary conclusion.

Main Duties and Responsibilities:

- Maintain oversight of all live complaints, MP enquires and disrepair cases in the organisation, for instance ensuring complaints are dealt with and responded to as per the Housing Ombudsman Complaint handling code
- Identity learning from service failures, complaints and surveys, taking action to ensure colleagues use this learning to demonstrate service improvement
- Act as an enabler for case handling, liaising with, offering advice and assistance, to operational colleagues who are dealing with complaints, disrepair and MP enquires and agreed resolutions
- Writing letters, emails and other forms of communication in a clear and consistent manner, and supporting colleagues by reviewing their letters
- Liaison between our different teams to collate evidence for complaints, disrepair and MP enquires
- Solid attention to detail, accurate note taking and filing, with a keen eye when posting and displaying data
- Support in reviewing data to aid in decision making and trends to improve services for the wider business
- Responsible for case management and achieving performance levels and timescales
- Undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of the Association.
- Adhere to Salvation Army Homes policies, procedures and strategies as applicable
- Provide an excellent level of service and customer care both within Salvation Army Homes, for residents, the general public and external bodies.
- Lead by example in promoting non-discriminatory behaviour to ensure an equality of opportunity for all. Promote diversity as making good business sense and work in an inclusive manner.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Chartered Institute of Housing
- Relevant Customer Service Accreditation

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with our residents
- Confident and capable communicator with the ability to inspire, engage and challenge
- Knowledge of the social housing sector and previous experience working within a social housing environment or related field
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- To communicate with customers and colleagues at all touch points in both our complaints, MP enquires and disrepair processes
- Working knowledge of CRM systems
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Experience and Interests:

- Experience of administering a complaints, disrepair, MP enquiries or similarly complex process and coordination of input from various teams
- Proven capacity to deal successfully with difficult, multi-faceted and complex situations
- Strong customer care skills ensuring a resident-focused approach
- Experience of working in a customer orientated environment
- Good business acumen and commercially minded whilst working flexibly to prioritise and meet competing deadlines
- Skilled in producing written reports that are engaging, concise, and informative

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

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| S | Servant Leadership – we help people thrive | Have we given our audience everything they need to succeed in their next step? |
| P | Passion – we love our work | Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent? |
| I | Inclusion – this is a team effort | Have we kept our communication simple and to the point? Have we used clear, accessible English? |
| R | Respect – we show respect for all | Have we given our audience credit for their intelligence? Have we advocated for our residents? |
| E | Empowerment – we have trust | Have we given the right context to our message? Has our communication been story-driven? |