



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Service Resolution Manager (12 month fixed term contract)
<b>LOCATION:</b>	Tottenham Hale
<b>ANNUAL SALARY:</b>	£36,803 per annum (plus eligibility for 5% Performance Related Pay)
<b>REPORTING TO:</b>	Service Resolution Team Lead

## MAIN OBJECTIVE

The Service Resolution Manager will provide a customer focused service which deals effectively with complaints, comments and feedback from customers. This will involve:

- Ensuring causes of complaints are identified and complaints allocated are resolved
- Speedily answering and resolving the more complicated complaints
- Communicating with and gathering information from departments to come to conclusions about the appropriate course of action and allow comprehensive replies
- Monitoring work-flows and the management of complaint data and requests and taking remedial action when standards are not being met
- Reporting on complaints analysing performance, trends and themes
- Developing systems to manage complaints
- Managing the compensation budget on a day to day basis

This work will all be carried in line with Newlon Gold our improvement programme aimed at delivering our customer service ethos and making us consistent., reliable, speedy and aware of what we are achieving.

	<b>Key Tasks, Responsibilities and Objectives</b>	<b>Skills</b>	<b>Performance Standards and Outcomes</b>
1.	Allocation of early stage complaints/ feedback so those are resolved speedily. Identification of more complicated complaints or escalated complaints requiring a more detailed response.	<ul style="list-style-type: none"> <li>• Judgement and Decision Making</li> <li>• Customer Focus</li> <li>• Achieving results and quality focus</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback/complaints identified early</li> <li>• Complaints/feedback speedily passed to departments responsible</li> <li>• Reliable records kept of responsibilities and actions</li> </ul>
2.	Customer focused, clear, consistent and reliable responses given to more complicated or escalated complaints as speedily as is compatible with the level of complexity.	<ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Communication</li> <li>• Achieving results and quality focus</li> <li>• Judgement and Decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Well written and correct replies done promptly and aiming to satisfy the customer.</li> <li>• Content of replies to professionally and politely meet all points raised by complainants in appropriate level of detail</li> <li>• Formal and informal contact with complainants to clarify points and give them</li> </ul>

			<p>progress reports.</p> <ul style="list-style-type: none"> <li>Recording, monitoring and chasing of actions proposed.</li> </ul>
3.	Active communication and liaison with executive departments and interrogation of records, policies and procedures to gather information necessary to reply to individual complaints. This may include dealing with contractors, consultants or partners.	<ul style="list-style-type: none"> <li>Liaising and networking</li> <li>Customer Focus</li> <li>Communication</li> <li>Achieving results and quality focus</li> <li>Influencing and negotiation</li> <li>Working with Others/Team Work</li> </ul>	<ul style="list-style-type: none"> <li>Correct people consulted and involved in developing solutions.</li> <li>Consistent and reliable interpretation and application of the law, Trust policies and procedures and contracts, whilst focusing on the needs of the customers.</li> </ul>
4.	To manage and develop our complaints management and feedback systems. Including monitoring workflows.	<ul style="list-style-type: none"> <li>Planning and Organising</li> <li>Judgement and Decision making</li> <li>Managing change and innovation</li> </ul>	<ul style="list-style-type: none"> <li>All complaints/feedback properly recorded.</li> <li>Improvements to systems identified and implemented, after appropriate</li> <li>Support and guidance provided to staff using systems.</li> </ul>
5.	To promote learning, service improvement, customer awareness and from feedback and complaints	<ul style="list-style-type: none"> <li>Liaising and networking</li> <li>Influencing and negotiation</li> <li>Customer Focus</li> <li>Communication</li> </ul>	<ul style="list-style-type: none"> <li>Promote awareness, usefulness and importance of complaints and feedback</li> <li>Set up and manage a formal documented process for learning.</li> <li>Attending team meetings, briefing directors and liaison with staff designated to respond to feedback and complaints</li> <li>Suggesting and influencing change to policies, procedures practices as a result of complaints and encouraging others to do so.</li> <li>Residents and individual complainants made aware of changes and positive responses to complaints.</li> </ul>
6.	To write and present formal reports on feedback and complaints e.g. numbers, trends, key issues satisfaction	<ul style="list-style-type: none"> <li>Communication</li> <li>Numeric Awareness</li> </ul>	<ul style="list-style-type: none"> <li>Well written reports identifying key issues appropriate for the audience, which may be executive team, Committee or Board or residents</li> <li>Items on website, in residents' newsletter staff briefings</li> </ul>
7.	To monitor the compensation budget for complaints and regular reporting to budget holder	<ul style="list-style-type: none"> <li>Financial/numeric Awareness</li> <li>Planning and Organising</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring of budget compliance through the year,</li> <li>Ensuring payments made.</li> </ul>

			<ul style="list-style-type: none"> <li>• Seeking, via executive departments, recovery of compensation where due from third parties.</li> </ul>
8.	To carry out all duties in compliance with major corporate policies	<ul style="list-style-type: none"> <li>• Achieving results and quality focus</li> </ul>	<ul style="list-style-type: none"> <li>• All requirements of Health and Safety policy relevant to role met</li> <li>• All requirements of Sustainability policy relevant to role met</li> <li>• All requirements of Diversity policy relevant to role met</li> </ul>
No job description covers all the requirements of a post and the post-holder is expected to carry out any additional duties that are broadly consistent with the role.			