



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Resolution Delivery Coordinator (1-year FTC)
<b>LOCATION:</b>	Tottenham Hale, London N17
<b>ANNUAL SALARY:</b>	£38,187 per annum plus eligibility for up to 5% performance related bonus
<b>REPORTING TO:</b>	Head of Repairs and Data Delivery

## MAIN OBJECTIVE

The Resolution Delivery Coordinator will provide a customer focused service with responsibility to deliver on the promises made as part of our complaint handling.

This will involve:

- Delivering on the promises made to residents to resolve complaints.
- Booking and coordinating repair works to homes ensuring proactive communication with residents
- Being the point of contact for the residents while their complaint is awaiting the delivery of our promises.
- Quick escalation where the matter requires more complex or specialist input within Newlon.
- Managing case work through to resolution with proactive, timely, empathetic and people focussed communications end to end.
- Managing the team emails, queues and telephone queries.
- Managing a dashboard of cases to ensure full resolution of all aspects to the satisfaction of residents
- Liaising with technical and specialist staff on complex repairs
- Allocating work to a range of suppliers in order to get a better outcome for the residents.
- All information clearly logged and recorded on the relevant systems.
- Working closely with the Service Resolution Team and provide detailed timelines of event that will be used to aid formal replies.
- To liaise with internal colleagues and external stakeholders to ensure that a speedy resolution takes place.
- Liaising with service improvement team to enable full information is available for Housing Ombudsman cases.
- To ensure that lessons learned in complaint handling are embedded and learned for future cases.
- To track, monitor and escalate where costs have been incurred by 3<sup>rd</sup> party service failures

	Key Tasks, Responsibilities and Objectives	Performance Standards and Outcomes
1.	To deliver the resolutions identified as part of complaint investigations in repair related complaints. Allocate works to the right supplier and oversee that deadlines are kept.	<ul style="list-style-type: none"> <li>Complaint resolutions in the property services team are speedily delivered.</li> <li>Resident is kept proactively updated and they are not left to chase for updates</li> <li>A diligent approach to making sure all elements of promises made as part of complaint resolution are fully delivered</li> <li>Reduced need for residents to escalate complaints to receive their resolution.</li> <li>Reliable records kept of responsibilities and actions.</li> <li>A reduction in formal complaints and escalations.</li> <li>Contractors carrying out works receive appropriate oversight to ensure works are completed to deadline and to the residents satisfaction.</li> </ul>
2.	<p>Customer focused, clear, consistent and reliable responses given at every stage of the agreed resolution showing appropriate levels of empathy and respect. To be able to communicate effectively via any channel that is the preference of the resident.</p> <p>Ensuring all cases are followed up and a final check in with the resident happens before closing the issue.</p>	<ul style="list-style-type: none"> <li>Well written / verbal communication with deadlines that are clear to the resident</li> <li>Content of responses are professional and polite /empathetic and meet all points raised by residents with an appropriate level of detail.</li> <li>Formal and informal contact with residents to clarify points and give them progress reports.</li> <li>Recording, monitoring and chasing of actions proposed.</li> </ul>
3.	To agree and authorise any works or remedy required within our obligations to get the resolution done and delivered to the resident's satisfaction. Work closely with service leads where the resolution is out of scope for this role.	<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 residents.</li> <li>Effective case management and detailed record keeping.</li> </ul>
4.	Accurate and timely case management and record keeping. Giving clear updates to the Service Resolution Team for inclusion in any formal complaint response.	<ul style="list-style-type: none"> <li>All service failures /feedback properly recorded and all details accurately logged in Dynamics.</li> <li>Improvements to systems identified and implemented, after appropriate</li> <li>Clear communication around case closure once all complaint promises have been kept and resident has been contacted to check satisfaction.</li> </ul>

	<b>Key Tasks, Responsibilities and Objectives</b>	<b>Performance Standards and Outcomes</b>
5.	To promote learning, service improvement, customer awareness and deliver feedback from service failures and any best practice in resolving them.	<ul style="list-style-type: none"> <li>● Promote awareness, usefulness and importance of complaints, service failures and feedback</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> </ul>
6.	To keep up to date with industry changes, including The Housing Ombudsman and Tenant Satisfaction Measures.	<ul style="list-style-type: none"> <li>● Good awareness of the expectations of the Housing Ombudsman in terms of good case management and resident liaison.</li> <li>● Attend training and events.</li> </ul>
7.	To track and escalate cases where the Trust have incurred works costs/compensation as a result of 3 <sup>rd</sup> parties service failures	<ul style="list-style-type: none"> <li>● To track costs and escalations of service failures</li> <li>● To identify where a contractor has failed and needs to be recharged for costs and or compensation. To liaise with relevant contract managers to ensure this happens and accurately track outcomes.</li> <li>● Report on trends of complaints.</li> </ul>
8.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> <li>● All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to</li> <li>● Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers</li> <li>● Objectives of reliability, consistency, speed and awareness built into all activities</li> <li>● Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>● Collaboration across teams actively promoted at all times</li> <li>● Carry out all obligations relevant to your role</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.		