

MTVH ROLE PROFILE

Date: 01/10/2021

Role Title (External)	Complaints Specialist	Directorate	Customer Services	Location	Nottingham
Reports To	Customer Care Manager	Function / Team	Customer Hub	Geographical Spread	Cross region
Direct Reports	0	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☐ No ☒ If Yes for DBS check, which level is needed? N/A			Driving Licence Insurance check required	Yes ☐ No ☒ Yes ☐ No ☒
<i>No DBS Required</i>					
Overall Responsibility: To act as MTVH's contact for all Central services stage 1 complaints, MP, Ombudsman enquiries and investigations. To be part of a central team that reviews potential complaints and either passes them out to the business area to work or log them as a complaint for further investigation. This role will involve collating information for Ombudsman packs as well as working with RD's on cases that are under investigation so that actions can be agreed, and root cause identified.					
Key Responsibilities and Outcomes					
- Overall ownership of multiple Ombudsman and MP complaint investigations as well as building relationships with the Ombudsman adjudicators and MP's - Build close working relationships with external and internal stakeholders to enable excellent complaint resolution but also to review root cause of complaints and drive actions - Ensure that budgetary process is followed and best practice approach is taken - To provide excellent record keeping through MTVH's case management systems and communicate thoroughly and concisely with a range of stakeholders including customers, colleagues, contractors and external stakeholders					

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- To work with MTVH colleagues to expedite works through effective working partnerships at all levels across the organisation, regular updates and ownership for these responses with a view to responding within agreed timeframes

Personal Competencies	Skills / Experience / Knowledge
• Strong communication skills at all levels internal and external • Understanding business KPIs and their role in achieving them • Ability to make decisions outside of policy • Ability to identify customer needs • Ability to work under pressure and manage own workload • Strong attention to detail • Ability to influence and lead for complaint resolution	• Excellent record keeping • Excellent written and verbal communication • Experience of complaint management within a social housing environment • A strong understanding of the housing ombudsman policy and processes within the housing sector
General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization. • Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. • Play an active role in contributing to effective cross team working and provide cover for colleagues as required. • To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy. • To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all. • To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity	

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This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.