

## MTVH ROLE PROFILE

**DATE: 01/10/2021**

|                          |                                                                                                                                        |                                |                           |                                    |                                                                            |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------------------|------------------------------------|----------------------------------------------------------------------------|
| Role Title<br>(External) | <b>Complaint Coordinator</b>                                                                                                           | Directorate                    | <b>Customer Services</b>  | Location                           | <b>Waterfront House</b>                                                    |
| Reports To               | <b>Complaints Regional Lead</b>                                                                                                        | Function / Team                | <b>Customer Care Team</b> | Geographical Spread                | <b>Within Region</b>                                                       |
| Direct Reports           | <b>No direct reports</b>                                                                                                               | Budget Sign-Off Approval Level | Choose an item.           | Suitable for Agile Working Options | <b>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></b> |
| DBS Check Required       | <b>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></b><br><br><b>Yes for DBS check, which level is needed? N/A</b> |                                |                           | Driving Licence                    | <b>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></b> |
|                          |                                                                                                                                        |                                |                           | Insurance check required           | <b>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></b> |

*No DBS Required*

### Overall Responsibility

To work with the investigation managers within the business areas who are responsible for complaint resolution. The role will involve accurate complaint logging and record keeping on the housing management system, assigning clear concise complaint resolution actions to investigation managers, building and maintaining key relationships across the business, issuing compensation and ensuring complaint timeframes are met as well as providing a written response to customers and completing the case investigation log.

### Key Responsibilities and Outcomes

- Acknowledging regional complaints within 5 working days of receipt
- Logging and co-ordinating complaints as the first point of contact from various contact channels, such as letters, emails, telephone calls and social media
- Talking to the customer at the point the complaint is received to gain a good understanding of the complaint, the root cause and resolution
- Assigning complaint resolution actions/notes to the investigation manager in the business area who is responsible for complaint resolution
- Agreeing responsibility with the investigation manager for keeping the customer informed of the investigation

## MTVH ROLE PROFILE

**DATE: 01/10/2021**

- Managing a caseload to ensure customers are contacted in a timely manner and within internal SLA's
- Writing Stage 1 and 2 response letters to customers as well as completing the case investigation log
- Ensuring complex, multi-issue complaints are fully answered and coordinated with investigation managers
- Co-ordinate and support complaints panels, as and when needed
- Build and maintain highly effective and positive relationships with other colleagues and investigation managers
- 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
- Identifying trends and root cause drivers across regions through data analysis. Establishing strong working relationships with regional directors to help improve the regional performance and overall improvements to service to reduce complaints

| Personal Competencies                                                                                                                                                                                                                                                                                                                                                                                                                   | Skills / Experience / Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Strong communication skills at all levels internal and external</li> <li>• Understanding business KPIs and your role in achieving them</li> <li>• Ability to make decisions outside of policy</li> <li>• Ability to identify customer needs</li> <li>• Ability to work under pressure and manage own workload</li> <li>• Strong attention to detail</li> <li>• Ability to influence</li> </ul> | <ul style="list-style-type: none"> <li>• Excellent record keeping</li> <li>• Excellent written and verbal communication</li> <li>• Experience of complaint management within a social housing environment</li> <li>• A strong understanding of the housing ombudsman policy and processes within the housing sector</li> <li>• Experience of dealing with complaints, ideally within a Housing Association</li> <li>• Attention to detail</li> <li>• Customer focussed, be able to understand customer's perspective</li> <li>• Be able to manage a caseload, whilst maintaining internal SLA's</li> </ul> |
| General Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>• 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.</li> </ul>                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## MTVH ROLE PROFILE

**DATE: 01/10/2021**

- 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

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