

## Job Description

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| <b>JOB TITLE:</b>       | <b>Customer Insight Team Leader</b>                 |
| <b>GRADE:</b>           | <b>6A</b>                                           |
| <b>REPORTING TO:</b>    | <b>Insight and Engagement Manager</b>               |
| <b>RESPONSIBLE FOR:</b> | <b>Customer Insight Administrators and Advisors</b> |

### ROLE SUMMARY

- The Customer Insight Team Leader will have operational responsibility for managing the Customer Insight (complaints) Team. The post holder will work closely with the Insight and Engagement Manager ensuring that complaints are resolved effectively and efficiently whilst driving continuous improvement
- work closely and maintain relationships with colleagues across all levels, ensuring that a culture of learning from complaints is embedded across the business
- provide operational support, guidance and training to a team of Customer Insight Advisors and Administrators, ensuring that the team comply with regulatory standards around complaint management
- take a lead in ensuring continuous improvements are made to the complaint handling service and a framework is in place for wider business sharing and learning from complaint insight
- act as a complaint expert and critical friend to the wider business.

### MAIN DUTIES AND RESPONSIBILITIES

The points below are a summary of your main duties and responsibilities:

- To ensure the Customer Insight Team manage and resolve customer complaints whilst ensuring regulatory and legal requirements are complied with
- to ensure the Customer Insight Team effectively, log, monitor and coordinate a response to MP enquiries, councillor enquiries, compliments and general customer feedback
- to provide support, advice, training and guidance to the Customer Insight Team, driving performance by motivating and supporting the wellbeing of the team  
Identifying and making improvements to the complaint handling service
- to ensure that a culture of learning from complaints, looking beyond individual circumstance of a complaint, is embedded across the business

- conduct root cause analysis and identify re-occurring themes and trends to ensure improvements can be made and prevent repeat mistakes. Produce insight and reports into trend analysis and performance data for a range of audiences
- act as a critical friend and escalation point for complex cases
- to have oversight of Housing Ombudsman cases, investigations and evidence requests
- to develop relationships with employees at all levels across the business to ensure that we collectively respond to customers in order to resolve their complaints efficiently and effectively
- to develop and deliver guidance and training for the business on complaints
- to work closely with the insurance team, legal team, data protection team and major repairs team to ensure any risks to the business are dealt with accordingly
- to work closely with ICT to support improvements in system processes, design and delivery
- to support the Insight and Engagement Manager with report writing for Board, Customer Voices and the Housing Ombudsman
- to support the Insight and Engagement Manager in facilitating the Customer Complaints Panel
- to support the Insight and Engagement Manager in utilising customer feedback to inform changes to policy, procedures and service delivery, where applicable
- managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- to deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.

No role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Insight and Engagement Manager.

## **Person Specification**

### **Experience, Skills and Qualifications**

- NVQ level 5 in leadership and management with evidence of ongoing professional development or equivalent qualification or experience applicable to the role
- an awareness of relevant legislation including the Housing Ombudsman Complaint Handling Code, Awaab's Law and Tenant Satisfaction Measures
- essential Team Leader or operational management experience
- awareness of complaint management
- skills in conflict management/resolution
- strong communication skills
- effective leadership abilities
- strategic thinking and decision making
- ability to foster teamwork and provide mentorship
- digitally competent
- work to deadlines and prioritise.