Job Description

JOB TITLE:	Customer Insight Advisor
GRADE:	7A
REPORTING TO:	Customer Insight Team Leader
RESONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

- To deliver a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied customers across the organisation.
- To capture, investigate and respond to complaints and compliments for the organisation as a whole and, monitor progress against complaints.
- To proactively contribute to identifying continuous improvement initiatives, developing business intelligence to identify changes and solutions, which improve the resolution of complaints across the organisation on a day to day basis for our customers.

MAIN DUTIES & RESPONSIBILITIES

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

- To actively contribute to the delivery of an effective, customer focused operational customer insight service
- To receive and record service requests, complaints and compliments across believe housing in line with our complaint's procedure
- Actively investigate and respond to all Stage 1 (formal) complaints on behalf of the organisation in line with believe housing's Complaints, Compensation and Compliments Policy in order to resolve the customer complaint right first time
- Determine levels of compensation or remedies to fairly reflect the result of investigation outcomes in line with believe housing's compensation policy.
- Monitor expenditure against believe housing's compensation budget.
- Ensure all correspondence is accurate, clear and concise, taking ownership of the resolution of the complaint.
- Develop close partnership working with a variety of internal managers/teams and external contractors to ensure that complaints are resolved satisfactorily within a timely manner and customers receive high quality service.
- Promote and maintain excellent customer relationships both internally and externally, always adopting a customer focused approach.

- Assist in the production of guidance and delivery of training on complaints to the organisation where required.
- Produce insight into trend analysis and performance data based on outcomes of investigations to individual service areas, EMT and Board on a regular basis.
- Support the team to collate information for Housing Ombudsman cases.
- Support the development of the complaints and compliments service to ensure it continues to meet customer and business needs.
- 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 Customer Insight Team Leader.

Person Specification

Experience, Skills and Qualifications

- Level 3 qualification in a housing or customer facing field (or equivalent experience)
- Providing a customer focussed service
- Working in an administrative / clerical position
- Working in the social housing sector
- Working with numerical and systems data
- Dealing with customers and internal service enquiries
- Having difficult conversations with customers and colleagues
- Balancing priorities and working to tight deadlines
- Using of Microsoft IT packages and systems
- Preferably with experience of complaint handling and investigation and mediation experience
- Providing excellent standards of customer experience
- Handling complaints and effective mediation
- Understanding of social housing and the Housing Ombudsman
- Building relationships with customers and colleagues
- Investigating and analysing information
- Listening to customers and colleagues
- Being resilient when dealing with challenging situations
- Organising work using effective administration and systems of working
- Communicating effectively both written and verbal, with internal and external customers
- Using IT and systems effectively
- Tailoring approach to communication when dealing with different audiences