



Resolution Officer

Job description and person specification



Job description – Resolution Officer

Reporting to the Service Manager

Work Location & hours:

To be based at Stafford or Telford office. The working hours for this role are aligned with customer opening hours. You will be required to work your contractual hours within this timeframe, in line with service requirements and as agreed with your manager.

Summary of role:

This Resolution Officer role plays an integral part in Customer Experience Directorate which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- To provide a high-quality first contact resolution service to customers via a range of communication methods, in a friendly and professional manner. Maintaining a flexible approach to covering the opening hours of the business.
- To demonstrate HPG's values by putting customers first, displaying professionalism, empathy and efficiency while resolving all enquiries at first point of contact, providing a service that the business is proud of.
- To be responsible for ensuring all communication with customers is recorded accurately, including categorisation, and that all follow up work is acted upon timely and in line with procedure.
- To be responsible for delivering the 'Same Day Repairs Service' by effectively utilising the DLO resources, to stay and repair.
- To be responsible for delivering a range of processes/ workflows, to support service delivery for the business such as Damp, Mould & Condensation follow on works or scheduling of works orders.
- To ensure that all customer enquiries are managed in line with the Quality Framework, to ensure excellent level of service is delivered to all customers. Engaging positively in the coaching and development support provided.
- To identify service failures, blockages or opportunities for service improvement within the business to ensure the customer experience is positive and effortless. Escalating to management as appropriate.
- To exhaust the Customer Service Knowledge Base and Senior Customer Resolution Officer support, to resolve customer enquiries at the first point of contact. Passing the enquiry to business areas, only with complex enquiries or outside of agreed process.
- To identify vulnerable customers or tenants at risk of harm for e.g., safeguarding concerns, domestic abuse, ASB or unsafe properties. Notifying the Neighbourhood Duty Officer (or relevant Safeguarding Lead) immediately of the risks identified.

- To be responsible for recognising a complaint and ensuring all customer expressions of dissatisfaction, or formal requests for a complaint escalation are logged immediately. Also ensuring that customers are provided information on the complaints process and that they are supported with the process.
- To ensure the Communications Team are made aware of any potential negative press attention, or threat to escalate.
- To ensure that you manage your time effectively and use the appropriate telephony codes when away from the queue. Always ensuring customers are not queueing before you move offline (except for emergencies).
- To carry out administrative tasks including working on behalf of the Customer Experience Directorate as volumes of telephone calls permit, or when requested.
- To ensure GDPR and PCI Compliance controls are always adhered to.
- To support colleagues when dealing with difficult enquiries, sharing knowledge and experience where appropriate.

Additional responsibilities:

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Resolution Officer:

- A team working ethos with exceptional collaboration skills which motivate and inspire.
- Able to communicate, support the organisation’s priorities, culture and purpose.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.

- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Experience of working in a Customer Service environment (Essential)
- Demonstrates a customer first approach (Essential)
- Experience of working in a contact centre, or repairs environment (Desirable)
- Understanding of diverse customer needs (Desirable)
- Strong communications skills, with the ability to empathise and show patience (Essential)
- Excellent problem-solving skills (Essential)
- Ability to diffuse heated situations and work through methodically to resolve issues (Essential)
- Ability to multi-task (Essential)
- Good IT skills, competent with learning new systems quickly (Essential)
- Demonstrates enthusiasm and determination (Essential)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Resolution Officer.

You will be required to complete continuous professional development, to further support your role and the Group.