

Housing Plus Group
Job profile and person specification

Role title	Customer Advocacy Officer	Date	December 2024
Reports to	Senior Customer Advocacy Officer S1	Version	0.2

Job purpose:

To play a key role in contributing to the successful delivery of Housing Plus Groups approach to handling complaints, feedback, and compliments.

To support our customers in the role as advocate to ensure the best possible resolution to their complaint or feedback, and to work with key stakeholders across the business to resolve the issue to its fullest potential.

To be the customers sole contact in this process, to ensure consistency in communication and therefore providing outstanding customer service.

To work with the Improvement and Insight Officer to highlight insight into all complaints to ensure improvements to service delivery is implemented, tracked, and evidenced across the Group.

To meet regulatory requirements where transparency, influence, and accountability matters, ensuring openness with customers, treating them fairly and with respect so that their feedback can influence decision making, improving the overall customer experience for all.

<u>Main accountabilities:</u> List in order of priority, the major activities, or functions necessary to achieve the job's end results.	Time (%)
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Manage the end-to-end processing of Stage 1 and MP complaints, including all contact with the complainant, collaborating with service managers to investigate for you to determine, with the customer, the appropriate solution.	
To triage complaints as soon as they have been received, to determine if the complaint is complex and involves multiple service areas, therefore requires a target for completion extension, to get the best possible outcome for the customer.	
To accurately record, track and monitor a caseload of Stage 1 and MP complaints in accordance with the Group policies and procedures.	
To provide early resolution to resolve the complaint fairly and quickly where possible.	
Assess, investigate, and respond thoroughly and within timescale to Stage 1 and MP complaints, always in communication with the customer and ensuring empathy and respect and all times, both in verbal and written correspondence.	
Make sound decisions based on policy and legislation, always considering the households' vulnerabilities and other needs during this process.	
When concluding an investigation, the outcome of the complaint to be communicated to the customer prior to the response letter being sent, to ensure the outcome suits both the customer's and business requirements.	
Deliver high quality response letters that address all the complainant's concerns, including details of the investigations and reasons for the decisions made.	
To work with service managers to ensure that actions arising from the resolution of the complaint are delivered and on time (where there is a delay, for this to be always communicated to the customer). Following completion, for the complaint to be fully closed.	
To be proactive in the development of good working relations within the Group. This can involve monthly service meetings with Service Managers to ensure oversight and tracking of all open cases (and closed where there remain outstanding actions for completion).	
To be always responsible for customer communication throughout the cycle of the complaint, keeping them always informed.	

	To record all contact with the customer in the Housing Management System and to ensure case files are always up to date.	
	To assist both internal and external customers with any questions about the complaints process or individual complaints, where appropriate.	
	To process and log any comments and compliments whilst covering the feedback inbox.	
	To agree and process compensation payments in accordance with policy and procedure.	
	Compliance	
	To ensure compliance with all policies and procedures	
	To ensure compliance with all legislative requirements, including Housing Ombudsman Service and the Regulator for Social Housing	
	General	
	To support the management of the Feedback inbox on an ad hoc basis, responding to queries as appropriate.	
	To be an active member of the team, attend regular team meetings and provide updates on any identified risks to the complaints process or business.	
	Support the induction of new staff into the team.	
	To participate in the organisations training programmes and other activities as appropriate, whilst staying up to date with developments within the sector.	
	To provide appropriate reporting systems, preparing and presenting reports as required.	
	To ensure that maximum use is made of information technology systems within the department.	
	To ensure the values of the Organisation are displayed throughout all work activities.	
	To support wider Customer Advocacy team in exceptional circumstances.	
	To assist the Senior Customer Advocacy Officer S1 in day-to-day tasks as required.	

Financial responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.

None

Health and Safety: In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / 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".

Role Specific responsibilities example

- Nil

Data Protection:

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

People responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility.

Direct reports	Indirect reports	Total employees
N/A	N/A	N/A

Please list below any outsourced service providers that are managed by the role (e.g., payroll), or any functional / project management responsibilities: <ul style="list-style-type: none"> • External survey provider – Operational issues only Project Management related to role activity – managing change, implementation of new systems	Essential /Desirable
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Knowledge, skills, and abilities: Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational, or professional qualifications.

1	Qualifications:	
	Minimum of 2 GCSEs in English and Maths A-C	E
2	Relevant Experience:	

	Knowledge of housing	D
	Experience of working in a customer service or customer experience environment	E
	Knowledge of Housing Ombudsman regulatory requirements	D
	Experience of investigating/resolving complaints or complex customer service queries	D
	Experience of case management systems or equivalent tools	E
3	Skills and Abilities:	
	Good I.T. skills, including Microsoft Word and Excel and Visio. Aptitude to learn new systems as required	E
	Ability to manage pressure and meet deadlines	E
	Able to work flexibly	E
	Attention to detail	E
	Ability to diffuse challenging situations	E
4.	Problem solving skills	
	Solution focused	E
	Ability to think 'outside the box'	E
5.	Customer experience and quality focus:	
	Ability to promote a strong customer focus in service delivery	E
	Experience of process development and improvement	E
	Engaging customer feedback to improve services	E
6.	Thinking Style:	
	Ability to work systematically and logically	E
	Analytical skills	E
	Customer Focused	E
7.	Communicating:	
	Written skills -Clear/concise report and letter writing	E
	Verbal skills - Ability to handle challenging customers with diplomacy	E
	Strong negotiator with the ability to advocate and be diplomatic.	E
	Ability to adapt communication style to audience.	E
	Able to engage with others (customers and colleagues) to inspire committed actions.	
8.	Planning and Organising:	
	Good planning and organisational skills	E
	Excellent Time Management Skills	E
9.	Personal Motivation and Commitment:	
	Self-Motivated	E
	Ability to work on own initiative	E
10	Team Working:	
	Effectively and positively lead through change, supporting and developing the customer experience whilst ensuring continuing service delivery	E
11	Persuasion and Influencing:	
	Be able to identify the key issues and provide feedback supported by data and logic.	E
	Be able to distinguish between needs and areas of interest and provide suggestions for compromise where appropriate.	
	Be open minded and apply active listening skills to understand other points of view.	E
12	Equality and diversity:	
	To ensure the Group's Single Equalities Scheme is fully always implemented.	E
13	Special Requirements:	
	N/A	

Further relevant information

Training Plan

Mandatory training	Role related training	Person Specific training
GDPR Awareness	Civica system	
Fire Awareness	Documotive system	
Safeguarding Awareness	Complaints Awareness module 2	
Complaints Introduction – module 1	Complaints investigation & responding module 3	