

## Role Profile

<b>Role Title:</b>	Housing Ombudsman Case Manager
<b>Department:</b>	Customer Experience & Service Improvement
<b>Role Purpose:</b>	<p>Liaise and communicate effectively with Senior Leadership teams and the Housing Ombudsman Service in the management of complex and involved complaints.</p> <p>Ensuring the full context of complaints is shared and the full picture is considered – especially around adapting to specific needs of individual complainants and the wider issues which require balancing when reaching effective resolutions.</p>
<b>Reporting to:</b>	Customer Experience & Quality Manager
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Basic DBS and Social Media Check
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Liaise and communicate effectively with the Housing Ombudsman Service and Senior Leadership teams, ensuring compliance with evidence requests and delivering outcomes to orders made.</li> <li>• Have oversight, scrutiny and ensure, through clear audited outcomes, that key lessons relating to complaints and Ombudsman determinations and communicated to the wider business.</li> <li>• Capture meaningful data to track root cause of complaints and common themes and trends leading to a reduction in the volume of complaints being escalated to the Ombudsman.</li> <li>• Produce spotlight reports to outline root cause of dissatisfaction to Executive Team and Main Board.</li> <li>• Work with key stakeholders to develop meaningful action plans that lead to reduction in overall complaints and demonstrate continued and sustained service improvement.</li> <li>• Track these improvements and demonstrate outcomes for our tenants.</li> <li>• Collate and provide full case histories to the Housing Ombudsman in the event of a case being selected for review by the Housing Ombudsman, this will include service delivery context and rationales for operational decisions, inclusive of chronology and summary.</li> <li>• Ensure effective time management to effectively investigate and resolve cases, at all stages of our policy.</li> <li>• Feed into considerations for the future coaching and development</li> </ul>
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	<p>of colleagues to support service improvement and behavioral change to manage enquiries at the first point of contact.</p> <ul style="list-style-type: none"> <li>• Undertake horizon scanning of external environment to adapt working practices to secure successful outcomes when managing complaints.</li> <li>• Ensure effective record keeping of interactions and any decisions reached with explained rationale.</li> <li>• Develop excellent relationships with a wide range of stakeholders to improve and expand the understanding of dispute resolution, including supporting Directors to so that they complete effective complaint reviews.</li> <li>• Mentor and develop colleagues with the requirements needed for evidence files submitted to the Housing Ombudsman.</li> <li>• Liaise with tenants around their case as required.</li> <li>• Deliver training and briefings to colleagues across the business that will enhance our complaints case management and learning framework.</li> <li>• Collate and deliver reports for internal and external purposes to ensure we are updating Board, Committees, tenants and stakeholders on performance, analysis, and service improvements updates.</li> <li>• Highlight risks and ensure these are mitigated.</li> </ul>
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<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>• Degree level education desirable or extensive experience in similar role within a regulated environment.</li> <li>• Must have good IT literacy skills, including Word and Excel.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Effective stakeholder management at all levels.</li> <li>• Experience of working under pressure and to tight deadlines whilst still delivering high quality outcomes.</li> <li>• Senior complaint handling experience in a heavily regulated environment.</li> <li>• Ability to manage high-volume caseloads, often of more complex multi-faceted cases, to investigate and resolve cases, at all stages of our complaints policy.</li> <li>• A full understanding of housing regulatory standards and legislation relating to complaints.</li> <li>• A good understanding of housing services, housing law and disrepair.</li> <li>• Full experience of delivering services in line with the Localism Act, Designated Authorities and a good understanding of right to repair commitment and claims.</li> <li>• Experience of legal casework within housing or a similar sector desirable.</li> <li>• Proven track record of handling complaints to reach effective resolutions which resolve issues quickly and effectively first time.</li> </ul>

<p><b>Role Specific Skills &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Excellent communication, report writing and presentation skills.</li> <li>• Able to articulate complex situations simply, drawing out key points in written responses to the Ombudsman.</li> <li>• Prove experience of using data to track the root cause of complaints, common themes, and trends and then taking meaningful actions to resolve these.</li> <li>• Robust investigation, analysis, and decision-making skills.</li> <li>• Highlight risk and find solutions to mitigate these issues.</li> <li>• Strong problem solving to achieve great outcomes.</li> <li>• Ability to find root cause of issues and work to eliminate them.</li> <li>• Customer centric and an ability to inspire and influence others to deliver the right outcome for our tenants.</li> <li>• Ability to defuse difficult situations and excellent negotiation skills.</li> <li>• Be confident and comfortable constructively challenging colleagues at all levels across the organisation to ensure the right outcome for the customer.</li> <li>• Curious and able to see beyond the obvious and triangulating data rather than taking initial findings at face value.</li> <li>• Ability to work at a fast pace but remain organised and efficient.</li> <li>• Act as a coach to other colleagues and leaders</li> <li>• Be meticulous in attention to detail when investigating complex complaints.</li> </ul>
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