

Job Description

Job title	Customer Specialist – Complaints T2
Profession	Customer & Community
Band	E
Directorate	CCO (Customer)
Accountable to	Customer Specialist Team Manager – Complaints T2

Job Purpose:

The role will manage a case load of stage 1 complaints. Ensure that these are managed within the service level agreement (SLA), and that customer receive complaint and clear responses to these, with the right outcome being reached.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Customer Specialist Team Manager – Complaints T2, this role will deliver key accountabilities. Use own judgement to prioritise cases, based on the customer’s situation, the level of risk and the situation being experienced. Manage case load to ensure the SLA requirements are met and complaints are managed in line with our complaints policy, customer promise for complaints and housing ombudsman requirements.

The role will assess each case on its own merits to ensure the right outcomes is reached, and that any service failings are recognised and appropriately addressed. Work collaboratively with team members and other areas of the business to ensure customers receive the right outcome.

Key Accountabilities:

- Provide excellent customer service when interacting with customers, meeting our service standards and the individual needs of the customer.
- Responsible for providing appropriate resolutions.
- Manage the full complaint journey from start to finish, and manage communication with the customer throughout, as appropriate.
- Ensure complaints are responded to in line with regulatory requirements, and account for the individual needs of the customer.
- Provide quality written responses in line with the regulatory approach to complaint handling.
- Determine appropriate outcomes, and ensure any compensation awarded is paid to the customer (or any arrears) in a timely manner.
- Keep accurate records of all customer interactions, and any other details relevant to their complaint.
- Work collaboratively with all departments to provide ensure suitable outcomes are found for all complaints.

- Work with customers, customer representatives and other partners to build trust and faith in our business and complaint handling.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety Remediation / Building Safety Compliance team for consideration and /or investigation.
- Responsible to deliver the right outcome for our customers in a safe and timely way.

General

- Role model SNG’s values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Demonstrable experience of delivering exceptional Customer Service preferably in a regulated environment.
- Excellent communication skills with demonstrable experience of complex letter writing.
- Collaborative and proactive approach to problem solving.
- Ability to demonstrate empathy and understand customer concerns.
- Good working knowledge and experience of IT packages/software (Microsoft Office, outlook, word, excel, CRM system).

Desirable

- Experience of investigation and resolution of complex and multi-faceted.
- Knowledge of Housing Ombudsman Complaint Handling Code.
- Knowledge of complaint management process.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4689	Alistair Pearson	04/04/2025	
2.0				