

Senior Feedback Champion (Housing Ombudsman)

Reports to: Head of Feedback

Pod: Feedback

At Red Kite, we're a little bit different. We don't stand on ceremony, so forget things like silos, teams, directorates and instead think more organically! At Red Kite we don't just work for our tenants, we work with them. Red Kite is all about realising the potential of our communities, helping our tenants to shape an exciting future that offers better opportunities and life outcomes.

To help us achieve this we work in partnership with our tenants and understand that we need to listen and learn from what they tell us, using all feedback as an opportunity to improve our services. Whether it's to tell us we've done a great job, or that we didn't meet their expectations, listening to our tenants and acting on what we are told helps us embrace our tenant-led culture.

This role works as part of our Feedback Pod, where our focus is about not only supporting our teams across the organisation to deliver excellent services, but also to challenge and drive business improvements and explore opportunities. We follow the Housing Ombudsman Complaint Handling Code and as our Senior Feedback Champion you will have a key role in ensuring that we are effectively responding to requests for information from the Housing Ombudsman, building case files and learning from their 'Spotlight on...' reports and published findings to identify and embed best practice across the organisation. You will also contribute towards ensuring that we are listening to our tenants when they use our feedback process, and that we are responding fairly, in a timely manner, and following up on any actions that we need to take. You'll work with the rest of your team to ensure we are identifying and embedding learning, including implementing service improvements. All of this with the core purpose of delivering excellent services to our tenants.

You are able to get to the heart of issues quickly and have excellent written skills to present findings and trends clearly in written reports. You are an excellent communicator, someone who is hungry to explore meaningful insight and who will influence others to use this intelligence to drive the services that will best support our business policies and strategies. You are an organised person who enjoys creating order and clarity from chaos and complexity.

What we need you to do:

- Be a leader in the team, making sure that we are effective and achieve our outcomes in a professional and customer-focussed way.
- Be a thorough case investigator with a focus on evidence and positive outcomes.
- Be responsible for the creation of case files for all complaints, including those escalated to the Housing Ombudsman.
- Be one of our subject matter experts of our Feedback Policy and Procedures.
- Work closely with staff across the organisation, at all levels, as well as our contractors to ensure that decisions are evidence based.
- Be the hub for incoming and outgoing communications relating to complex cases.
- Support the Complaints Investigation Manager in the production of regular performance reports.
- Identify trends and ensure that we are learning from the feedback we receive.

- Liaise with colleagues and contractors to improve working relationships and contribute to a positive team working environment.
- Manage and develop relationships with internal and external stakeholders to raise the profile and understanding of the Feedback Team and our processes.
- Uphold our aim to have tenants inspire the design, delivery and outcome of everything we do.
- Help to ensure our vision and values influence every aspect of our business.

What you will be responsible for:

- Working with the Complaints Investigation Manager to administer complex and escalated cases.
- Writing concise yet detailed letters and case reports that demonstrate knowledge, care and professionalism.
- Preparing and auditing case files to assure clarity, accuracy, attention to detail and evidence-based decision making.
- Identifying risks and escalating as required.
- Working with tenants and other stakeholders to help prevent the escalation of complaints by ensuring we take a measured, customer-focussed approach when resolving complaints.
- Working with the Complaints Investigation Manager to ensure that we are complying with the Housing Ombudsman Complaint Handling Code, including capturing information to support our compliance and self-assessments.
- Staying up to date with Housing Ombudsman initiatives and reports and incorporating learnings, information and guidance into our ways of working.
- Actively promote a culture where feedback is embraced, respected and valued.
- Working with stakeholders to drive a right first-time ethos.
- Propose and support on business improvement projects.
- Produce regular and ad-hoc reports ensuring that successes and challenges are highlighted, monitored, and recorded.
- Provide support to the Feedback Team to ensure we are managing workflow and are appropriately resourced at all times.
- Supporting the work of the wider stem to deliver team objectives.
- Being committed to our vision and values.
- Processing large amounts of manual or computerised information, with care, accuracy, security and confidentiality.

Who you are:

- Known for being a true tenant champion.
- Experienced in casework and/or complaint investigation.
- A positive relationship builder.
- Able to calmly communicate in challenging situations.
- Always looking for ways to improve.
- Adept at garnering trust and respect in the right ways and for the right reasons.
- Investigative by nature.

- Confident in your ability to make sense of complex situations.
- Able to see through opinions, assumptions and judgements to find the core of a complex situation.
- An excellent communicator; verbally and in writing.
- A skilled negotiator: able to engage multiple parties at once to find a common ground for resolution.

What our teams will see in you:

- A strong team player who builds positive relationships with all people.
- A person who works openly and is comfortable with not knowing an answer and asking questions until they get to the root of a problem.
- Someone they can respect and trust to do the best for our organisation – a person with real integrity.
- An effective, determined and committed professional who handles challenge with ease and stays calm under pressure.
- Someone who is detail focused and respects the power of knowledge and time.
- Someone uncompromising on standards of customer care.
- Someone reliable, genuine and helpful.
- A completer-finisher who takes ownership of delivering and evidencing results.
- An openminded and positive person who thrives in a supportive and friendly team environment.