

## **Feedback Champion (Complaint resolution)**

**Reports to:** Customer Experience Lead

**Working in:** The Potential Pod

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 customers, we work with them. Red Kite is all about realising the potential of our communities, helping our residents to shape an exciting future that offers better opportunities and life outcomes.

To help us achieve this we work in partnership with our residents 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, listen to our residents and acting on what we are told helps us embrace our resident led culture.

This role works as part of our Potential Pod, where our focus is about not only supporting our teams across the Operational Hub to deliver excellent services, but also to challenge and drive business improvements and explore opportunities. As our Feedback Champion (Complaint Resolution) you will have a key role in ensuring that we are effectively responding to residents who submit formal complaints – ensuring that we are listening to our residents, and 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 customers.

### **What we need you to do:**

- Be one of our subject matter experts of our Feedback Policy and Procedures so that you can support the team and the business in its effective implementation.
- Be a true customer champion, playing 'devil's advocate' to ensure we always keep our feet on the ground and do what's right for our customers
- Lead on managing and responding to our formal complaints, from the initial enquiry through the investigation and response stages as well as taking ownership to ensure we deliver on any actions we say we will carry out.
- Supporting our senior leaders in appeal investigations.
- Be responsible for pulling together case files for any complaints escalated to the Housing Ombudsman
- Build relationships with our residents, ensuring that they are happy with the way we are handling their complaint.

- Work closely with staff across the organisation, at all levels, as well as our contractors to ensure that when investigating complaints, you are able to gather all the information you need to reach a fair conclusion.
- Ensure the communications that our residents receive through the feedback process is customer focused and of the highest standard, and that all customer interactions are recorded on our core systems.
- Champion our Customer Focused Approach, setting the example for colleagues across the business
- Work with the rest of the team to ensure we are identifying trends and that we are learning from the feedback we receive, embedding the learning within our teams and ways of working
- Supporting the Customer Experience Lead in the production of regular performance reports
- Make sure that our residents 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:**

- Managing and responding to our formal complaints in line with our policy, taking a customer focused approach
- Carrying out thorough investigations to ensure that a fair conclusion is reached in line with our policy timescales
- Identifying risk and ensuring that these are escalated as required
- Keeping clear and thorough case files that will support us with any cases that are escalated to the Housing Ombudsman
- Preparing case files to support Housing Ombudsman cases
- Ensure that we use the feedback we receive to identify areas for improvement across the organisation, owning the action plans necessary to embed change and testing the lessons we say we've learnt to ensure they make a difference
- Championing our customer focused approach and building positive relationships with residents who have complained to us
- Generate and promote a culture where feedback is embraced and valued, and seen as nuggets of opportunity
- Leading by example, providing exceptional customer care, embodying our behaviour charter and being an all-round 'good egg' that people can trust
- Working with staff across the business and our contractors to target a right first-time ethos
- Using IT to manage your time and availability, support and lead your team and to communicate in an honest, open and effective way
- Taking ownership for your own learning, development and areas of responsibility
- Managing and manipulating spreadsheets and computer systems to help record, monitor, report and facilitate change, reporting on success at each opportunity

- Producing regular reports for individual teams, for the Customer Experience Lead, and supporting our data collection for committee reporting and our self-assessment against the Housing Ombudsman Complaint Handling Code.

#### **Where you have come from:**

- Somewhere where you have been known for being a true customer champion
- Somewhere you have shown an understanding that mistakes are opportunities to build a better service, but making the same mistakes twice is not accepted
- Somewhere you inspired and motivated others to walk in the customer's shoes, putting their needs first, learning from our mistakes rather than living with them
- A place where you are known for your thoroughness, accuracy and desire to dig a little deeper to find the root cause of an issue
- An environment where you showed your ability to create brilliant working relationships which made a difference in building trust and respect
- Somewhere that you have experienced how to bring people with you on a journey, convinced others, encouraged change and delivered tangible results
- You may also have come from a place where you have a strong knowledge of housing services, aiding your investigative nature.

#### **What our teams will see in you:**

- Someone who communicates clearly at all levels, handles challenge and change with ease who can prioritise and stay calm under pressure
- Someone who will be a true customer champion and is respected by those around them for being driven and passionate about providing the best possible service for our customers and their colleagues
- An infectious attention to detail; someone who is known for being accurate and on time who has pride in the knowledge they are creating and who gets to the root cause of issues to make things right
- Be uncompromising on high quality and standards
- Be confident and independent
- A team player who can work flexibly and positively in line with our values
- Be reliable – someone who people can go to, and know will deliver
- A Sherlock Holmes kind of character who takes problems or enquiries and won't stop until they find solutions and improvements on behalf of their customers
- Have a reputation for producing excellent work.
- A completer-finisher – taking accountability for delivering results
- Someone who inspires people, and ensures every 't' is crossed and every 'i' is dotted at all times, the kind of person who 'gets stuff done'

#### **As a person, you will:**

- Be committed to our vision and values
- Be self-motivated and thrives on change

- Ensure we continuously learn from our customer's experiences by sharing and championing their feedback, maintaining a customer focus at all times
- Have a 'can do', 'never give up' attitude to make the extra mile just a regular part of the journey for your team and our customers
- Have the ability to influence at all levels with an understanding of the importance of building relationships and collaborative working with customers, colleagues and stakeholders
- Be highly organised, great at prioritising in a busy environment, naturally proactive with a high standard of IT literacy and always up for a challenge
- Be creative and innovative, always looking for different ways of doing things