

Feedback Specialist

Reports to: Head of Feedback

Working in: Feedback Pod

We strive to deliver excellent services that create a great tenant experience. To help us achieve this we work in partnership with our tenants and leaseholders and understand that we need to listen and learn from what they tell us. We use 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 leaseholders and acting on what we are told helps us embrace our tenant-led culture.

In this role, you will have the opportunity to champion the power of feedback and help deliver the tools we need to continuously learn and improve. You will be the day-to-day lead when it comes to the managing and responding to our Quick Resolution cases, ensuring we are applying our feedback policy consistently, conducting root cause analysis on the feedback we capture, working with colleagues in the team and wider business to seek out not just resolutions to each problem, but also find opportunities for service improvements, embedding learning and creating positive change. This role is not just about listening and continuous improvement but it's also about real time, pro-active change.

What we need you to do:

- Take ownership and responsibility of the Quick Resolution cases we receive, ensuring overall adherence to our feedback policy
- Develop and maintain effective working relationships with all colleagues to ensure we are continually striving to improve customer satisfaction with our services
- Support the Head of Feedback and Senior Feedback Champions in the production of regular performance reports including customer insight, lessons learned, the outcomes of improvements made and satisfaction surveys
- Lead by example, providing exceptional customer care, embodying our behaviour charter to inspire trust
- Utilise our CRM system and other technology to record, respond, resolve, learn and improve from the feedback we receive, providing low effort, but high satisfaction experiences for our staff and customers
- Be a valued member of the Feedback Pod, providing an approachable and knowledgeable service which supports our staff and customers
- Ensure our tenants and leaseholders inspire the design, delivery and outcome of everything we do

What you will be responsible for:

- Manage the administration of all feedback to the guidelines set out in our Feedback Policy and procedures across our Group, with a focus on informal and early resolution to negative feedback
- Ensure that our customers are clear on how they can feedback to us and that they feel their feedback is valued
- Ensure that we maintain accurate, timely feedback records which are accessible to all who require them, and which are integrated into our core systems
- Ensure that staff are equipped with the guidance and tools to enable them to own Quick Resolution cases they receive or are asked to manage, delivering regular training sessions and induction sessions
- Generate and promote a culture where feedback is embraced and valued, and is also seen as nuggets of opportunity
- Support staff to ensure complaints are resolved in line with our key resolution principles, ensuring consistency and quality assurance
- Supporting the triaging of our formal complaints to facilitate our ability to respond fully to the concerns of our customers
- Improve our approach to feedback management through the creation and continual review of a Feedback Toolkit and guidance documents
- Produce regular feedback reports to advise individual service areas and partners of their performance, in relation to the feedback received
- Be one of our champions for driving continuous improvement opportunities across the organisation, ensuring the customer experience becomes second nature in our approach
- Work with colleagues in all service areas to ensure feedback is utilised as an important part of staff, partnership and contractor management
- Work closely with colleagues in the team to ensure we are feeding into our learning and improvement work
- Work with others in the team to identify and resolve gaps in staff and customer knowledge

Where you have come from:

- An environment where you have had previous experience of dealing with feedback with a strong understanding of what excellent customer service looks like
- Somewhere you have inspired and motivated others to walk in the customer's shoes, putting their needs first, learning from mistakes and inspiring change
- Experience of encouraging the right behaviours to prioritise and advocate for our customers
- An environment where you can evidence how you have used your emotional intelligence to see beyond the surface of an issue to identify the root causes
- An environment where you have showed your ability to create excellent working relationships with colleagues, customers and partners
- Somewhere that you evidenced your ability to stay calm under pressure, resolve conflict and create positive outcomes

What our teams will see in you:

- Someone who communicates clearly at all levels, with a particular strength for engaging and influencing colleagues (including senior managers) to ensure they are committed to valuing and responding to feedback, as well as learning from it
- Someone who will be a true customer champion, that will work as part of a team to provide the best possible outcomes for the organisation and our customers
- An expert in prioritising their time, managing conflicting tasks and forecasting problems before they present themselves
- Someone who can work flexibly and positively in line with our values
- A confident person who supports decisions, listens to others and who is prepared to challenge the norm and champion new ideas
- A Sherlock Holmes kind of character who investigates the root causes of complaints to ensure we fully understand the areas in which we need to seek out improvements
- Someone with excellent attention to detail and accuracy, who ensures every 't' is crossed and every 'i' is dotted at all times

As a person, you will:

- Be committed to our vision and values, providing exceptional customer care
- Have a 'can do' attitude to take the extra mile for our customers
- Be pro-active in everything you do, always striving to improve the feedback function
- Be highly organised with a high standard of IT literacy
- Be creative and innovative, always looking for different ways of doing things
- Be a team player that sees the benefit in collaboration and partnership working to identify and implement changes and improvements
- Be able to produce written reports to a high standard in line with our values and style