L&Q Group

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| **Role title** | Resolutions Officer - CRT | **Date** | October 2024 |
| **Reports to Title** | Resolutions Team Leader - CRT | **Version** | 1 |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| PurposeTo provide a high quality-customer focused complaint resolution service to customers by working within core performance frameworks, effectively building a strong rapport with customers and internal colleagues, and role-modelling a can-do culture of resolution and improvement. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| Manage complaints in line with agreed policies and procedures. Provide excellent customer service, keeping customers informed with high-quality verbal and written communication. Work collaboratively with other colleagues at all levels, to achieve the right outcome. | 60 |
| Responsible for delivering against L&Q objectives and key performance indicators. Identify complaint trends using complaints and feedback, making recommendations for service improvements. Producing reports on request. | 20 |
| Ensure high-quality and consistent record-keeping in line with L&Q policies, procedures and systems. | 10 |
| Award compensation in line with relevant L&Q policies, ensuring that the best interests of both the Customer and L&Q are simultaneously considered.  | 5 |
| Manage risks associated with areas under the jobholder’s control. | 5 |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
| No direct budget responsibility |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
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| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| * Experienced in delivering customer-focused services in a demanding, public facing environment – **Essential**.
 | * Able to produce accurate reports as required – **Desirable**
 |
| * Excellent verbal and written communication skills, able to develop and influence relationships at all levels - **Essential**
 | * Demonstrates an awareness of how operational matters impact on budgets and financial performance. - **Essential**
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| * Ability to work at pace using a variery of IT based systems and software. - **Essential**
 | * Works collaboratively as part of a team in a fast-paced, target-driven environment – **Essential**
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| * Housing sector experience – **Desirable**
 | * Demonstrable ability to build relations both through confident verbal and high-quality written communication. - **Essential**
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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees
 |
| **Passion** |
| * We approach everything with energy, determination and enthusiasm
 |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively
 |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions
 |
| **Impact** |
| * We measure what we do by the difference we make
 |
| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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