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** |
| * 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** |
| * Housing sector experience – **Desirable** | * Demonstrable ability to build relations both through confident verbal and high-quality written communication. - **Essential** |
| **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 | |