

Role Profile

Role Title:	Customer Experience Officer
Department:	Quality and Customer Experience
Role Purpose:	To triage, then lead, investigate and resolve assigned complaints, working closely with Customers, business leads and external contractors seeking resolution at the earliest stage possible, working proactively work across teams to identify and resolve root causes and reduce levels of complaints at source.
Reporting to:	Quality and Customer Experience Manager
Responsible for:	N/A
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<p>Take ownership and responsibility for any complaint from stage one and beyond of the complaint process, liaising directly with the business and challenging those involved to ensure that the complaint is resolved quickly and effectively.</p> <p>Examine databases, files, records and liaise and meet with relevant colleagues to fully understand the events and actions leading up to a complaint.</p> <p>Always handle Customer contact in a positive and professional manner.</p> <p>Accurately record and receipt all Customer contact and actions, including to the logging of complaints and correspondence to auditable standards across our electronic systems.</p> <p>Support the continuous improvement of services to Customers across the business through the analysis and identification of the root cause for complaints.</p> <p>Monitor own performance against team Key Performance Indicators (KPIs) ensuring that both you and the organisation are resolving complaints efficiently at their lowest level.</p> <p>Produce monthly case studies of service failure from all areas of the business, working with managers across the organisation where service improvement is required and particularly where repeat issues are noted.</p> <p>Engage and network across the business to negotiate practical</p>
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	<p>solutions to meet Customer needs and drive forward service innovation.</p> <p>Influence strategic and operational service delivery plans by researching and suggesting improvement to the holistic Customer experience, taking ownership for allocated projects and changes in working methods.</p> <p>Analyse and interpret raw data, from a variety of sources, and present it in a manner appropriate to a variety of audiences – internal and external.</p> <p>Communicate clearly and concisely with external and internal Customers by a range of methods most appropriate to the circumstances. This will include the production of complex written reports to assigned complaints.</p> <p>Support the Quality and Customer Experience Manager to drive and improve process change to enable positive outcomes for Midland Heart's Customers and the organisation.</p> <p>Take a structured and consistent approach to problem-solving, ensuring quality, Customer satisfaction, cost and efficiency is taken into consideration at all times.</p> <p>Undertake coaching and training of other colleagues in complaint management and complaint data requirements.</p>
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Excellent levels of numeracy and literacy. • Evidence of formal complaints / dispute resolution training (desirable). • Negotiation Skills training (desirable).
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of dealing with high volume complex complaints. • A good knowledge of the Housing Ombudsman's complaint handling code (desirable). • Experience of challenging more senior colleagues to deliver required information and evidence. • Evidence of getting to the root cause of complaints and prioritising the key items for resolution. • Experience of completing concise accurate response outcome letters which are easily understood by their recipient. • Proven experience of using a range of communication and tracking channels to auditable standards.

	<ul style="list-style-type: none"> • Experience of producing and present complex reports, policies and strategies to a variety of audiences - both internally and externally • A proven track record of quality process improvement and working with others to improve working methods. • Excellent analytical ability, with experience of using Excel to undertake such analysis.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Communicates clearly and concisely both verbally and in writing, focusing on plain English. • Strong analytical and investigation skills with an ability to get to the root cause of a problem, where this may not always be clear from the outset. • Does not always accept information at face value. • Excellent planning and organisational skills and able to work without constant supervision. • Dispute resolution skills, and the ability to truly listen to Customers' concerns and resolve effectively. • Able to prioritise and manage a varied caseload with an ability to re-prioritise work as new information emerges. • Uses own initiative to seek improvements to key tasks and/or processes within job role and the wider organisation. • Resilient and able to handle challenging conversations without becoming defensive. • Team player who collaborates with others within and across teams to ultimately improve the lives of our Customers. • Supports and embraces change • Results driven with strong analytical skills and experience of providing meaningful management information. • Demonstrates awareness of cultural and community diversity and sensitivity to the specific needs of individual Customers.