

Job Description

Job title:	Housing Ombudsman Officer
Reports to:	Head of Customer Service Improvement
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

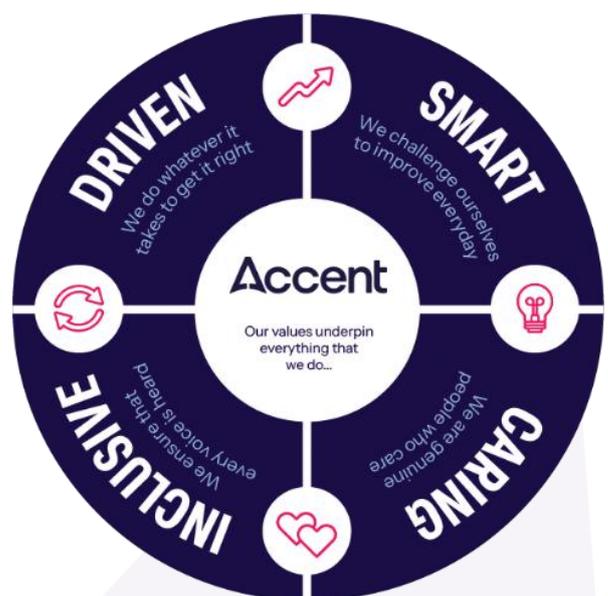
In this role you will be responsible for overseeing and completing information requests for the Housing Ombudsman service. This role requires a detailed understanding of legislation and regulation to ensure compliance with regulations alongside clear auditing of outcomes to ensure a robust response to the ombudsman. The role involves liaising with a range of internal and external stakeholders as well as customers.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the

best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As the Housing Ombudsman Officer, you will take the lead on coordinating detailed responses to the Ombudsman's requests for information. You will be the first point of contact for the Ombudsman, ensuring all correspondence is handled professionally and efficiently. You will have a strong grasp of legislation and regulatory frameworks. You will champion a customer-first culture that aligns with Accent's corporate objectives. Your role will involve fostering solid internal and external relationships supporting continuous service improvement, and leading efforts to exceed customer expectations. You will lead by example, consistently promoting high standards of empathy, accountability, and professionalism within the complaint's resolution process.



Key Responsibilities and Duties

- Compile case histories and create comprehensive responses to the housing ombudsman requests. Tracking actions across stakeholders and escalating to ensure compliance to every request through collaboration and engagement. Deliver high quality evidence-based submissions to the ombudsman for all case requests while making efforts to fully resolve any outstanding complaints.
- Record, collate and review the required data, in line with the ombudsman code and all regulatory and statutory obligations proactively identifying gaps and missed opportunities to mitigate risk and deliver a quality outcome for customers.
- Deliver outstanding replies to the Housing Ombudsman Service for all case requests by producing comprehensive high quality case files that support favourable determinations and help reduce the severity of outcomes and orders.
- Act as the first point of contact for the Ombudsman, liaising and managing all correspondence.
- Oversee and maintain the housing ombudsman portal, ensuring efficient case management.
- Monitoring all completion dates for complaint cases and sending chasers when needed. Ensuring all documentation requested from the Ombudsman is uploaded to the portal by the due date.
- Monitor trends in complaints to identify opportunities and develop recommendations for service improvement which are presented to the Head of Customer Service.
- Act as a liaison between internal teams and external stakeholders, including the Housing Ombudsman. Communicate case updates and requests across the organisation to ensure transparency and progress. Ensure all legal and regulatory obligations are met through timely and accurate case handling.
- Collaborate with key departments to strengthen stakeholder relationships and enhance record-keeping practices. Support effective complaint resolution by maintaining detailed case profiles and facilitating clear communication.
- Act as an advocate for best practice, innovation, and continuous improvement.
- Keep up to date with Housing Ombudsman publications including learning reports.
- Attend training from the Housing Ombudsman and share learning to the wider business.

The must haves:

- Excellent grasp and demonstrable experience and understanding of social housing regulations and the ombudsman codes.
- Excellent organisational skills with ability to prioritise own workload with attention to detail alongside the ability to effectively track actions.
- Excellent written and verbal communications skills, comfortable engaging with internal & external stakeholders at all levels to influence decisions.
- Strong analytical and problem-solving skills.
- Essential Strong IT skills, competent in MS packages.
- Customer service experience

- Experience establishing root cause analysis frameworks and driving initiatives to reduce complaints.
- Full UK driving licence with access to a vehicle and the ability to travel as required.

The added extras:

- Experience working within a successful complaints management environment.
- Experience implementing quality assurance frameworks.
- CIH qualified level 3



This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.