

Job Description

Job title:	Complaints Resolution Administrator
Reports to:	Complaints Resolution Manager
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 provide responsive and organised support to customers using Accent's complaints process and to colleagues within the Complaints Resolution Team. You will monitor complaint mailboxes, respond to enquiries, log new complaints and escalation requests, coordinate information and help keep cases moving. Working with colleagues across Accent, you will ensure customers receive clear, empathetic and timely communication, while supporting accurate records and effective compliance with Housing Ombudsman activity.

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.

In this role, you will make a positive impact by building trust with customers, listening carefully and responding with empathy and professionalism. You will be driven to keep enquiries and complaint activity progressing, using sound judgement, attention to detail and effective collaboration. By maintaining accurate records, supporting colleagues and treating every customer fairly and inclusively, you will help Accent learn from complaints, meet its commitments and deliver a consistent customer experience.



Key Responsibilities and Duties

- Monitor and manage Accent's internal and external complaint mailboxes, ensuring correspondence is reviewed, recorded and directed to the appropriate colleague promptly.
- Act as an accessible first point of contact for customers raising a complaint, seeking information about an existing complaint or requesting an escalation, providing clear and empathetic support.
- Log new complaints and escalation requests accurately on the housing management system, ensuring records contain the information needed for effective handling and reporting.
- Maintain regular communication with customers by telephone and email, keeping them informed and helping them understand the next steps in their complaint journey.
- Take ownership of enquiries within the scope of the role, responding in a timely and professional manner and escalating issues appropriately where further investigation is required.
- Monitor tasks and requests assigned to the Complaints Resolution Team by other service areas, coordinating responses and highlighting risks, delays or gaps in information.
- Support the Housing Ombudsman Officer by logging requests, coordinating evidence and information, monitoring required actions and maintaining accurate records of Housing Ombudsman activity.
- Support the preparation and collation of records, correspondence and supporting information required for complaint investigations, reviews and external enquiries.
- Work collaboratively with colleagues across Accent to obtain accurate information, resolve administrative barriers and provide a seamless and consistent service to customers.
- Maintain accurate action logs for learning, remedies and service improvement commitments arising from complaints, supporting effective oversight and follow-up.
- Provide general administrative support to the Complaints Resolution Team, contributing to effective team organisation, service monitoring and continuous improvement.

The must haves:

- Experience of delivering excellent customer service, with the ability to listen carefully, respond effectively and communicate with empathy.
- A proactive approach to customer service, using initiative to identify issues, progress enquiries and seek appropriate support when needed.
- Excellent verbal and written communication skills, with the ability to communicate clearly and professionally with customers and colleagues
- Strong organisation and time-management skills, with the ability to balance competing priorities, work accurately and contribute to shared team goals.
- Strong IT skills, including Microsoft Office applications, with the ability to learn and use housing management systems and customer databases effectively.

The added extras:

- Experience of working in the housing sector or a similar customer-focused service environment.
- Experience of working in a regulated complaints environment, including awareness of Housing Ombudsman requirements.
- Experience of using a housing management system, case-management system or other customer service database.

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.