Ombudsman Compliance Coordinator (Pitsea)

Department: Customer Resolution
Reports to: Team Leader
Direct Reports: None

Salary: Grade 4

Role purpose:

The primary focus of this role is to manage and coordinate all requests for information received from the Housing Ombudsman Service. This involves ensuring that accurate information is gathered and submitted within the provided deadlines.

Additionally, the role requires overseeing emails received from the Housing Ombudsman into the shared mailbox, ensuring all requests and queries are answered and resolved promptly.

The role is designed to support compliance with the Housing Ombudsman Complaints Handling Code, providing a dedicated focus on delivering the highest quality service to both the Housing Ombudsman and our residents.

Key Responsibilities:

- Act as the primary liaison with the Housing Ombudsman, managing responses to requests for information and compliance.
- Track and report on Ombudsman determinations, ensuring actions are recorded promptly and accurately.
- Work closely with Complaint Investigators and other internal teams to ensure that complaints referred to the Ombudsman are resolved appropriately.
- Maintain accurate records of all interactions with the Ombudsman for audit and compliance purposes.
- Ensure all requested information is provided to the Housing Ombudsman, focusing on meeting deadlines and adhering to the stated process for submitting complete and accurate information.

Success metrics:

- **Ombudsman Compliance**: Full compliance with all Housing Ombudsman determinations and the Complaint Handling Code.
- **Response Times**: Timely and accurate submission of responses to the Housing Ombudsman.
- **Resident Satisfaction**: High resident satisfaction and good feedback provided.

About you:

Experience:

- Experience in a similar role within a contact centre or customer service environment.
- Experience in a social housing or similar public sector service environment (preferred).

Skills and Abilities:

- Excellent communication skills, both **verbal and written**, across telephone and digital platforms.
- **Organisational and time management** skills, with the ability to deliver against SLAs.
- Proficient in CRM systems, contact centre software (Genesys), and digital communication tools.
- Demonstrable experience of working in a compliance setting.
- Excellent knowledge of the Housing Ombudsman Complaint Handling Code.

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- Able to multitask and adjust to shifting priorities as needed.
- Resilient, with the ability to work under pressure to tight timelines.

Personal Attributes:

- **Customer-focused**: Passionate about delivering excellent resident service and improving the resident experience.
- **Adaptable and flexible**, able to operate in a dynamic environment with competing priorities.
- **Resilient and composed**, particularly when managing escalated or complex resident issues.