

Job title: Head of Customer Resolution
Line manager: Director of Customer Resolution
Grade (if applicable):
Direct reports: Regional Resolution Managers



Role Purpose:

The Head of Customer Resolution is accountable for the strategic leadership, performance, and operational effectiveness of Peabody's regional resolution services, ensuring resident concerns are resolved fairly, consistently, and in full alignment with statutory and regulatory obligations.

The role provides visible, decisive leadership across all regional resolution teams, embedding a high-performance culture that balances pace, quality, and fairness. It ensures organisational responsiveness to complaints, Member enquiries, and executive correspondence while safeguarding regulatory compliance and protecting resident trust.

Operating at the centre of regional service delivery, the role works in close partnership with Managing Directors (MDs) and Assistant Directors (ADs) to mitigate risk and drive sustainable service improvements arising from complaint insight and resident feedback.

The Head of Resident Resolution plays a critical role in translating organisational priorities into operational delivery, ensuring that resolution services not only manage demand but actively contribute to improved resident outcomes.

Key results:

Regional Resolution Leadership & Performance

- Provide strategic and operational leadership across regional resolution teams, ensuring clarity of expectations, accountability, and delivery discipline
- Drive consistent, high-quality complaint and enquiry handling across regions
- Maintain strong control over performance, quality, and capacity in a high-volume environment
- Build a resilient, adaptable operating model aligned to fluctuating demand

Stakeholder & Regional Leadership Partnership

- Work closely with Managing Directors (MDs) and Assistant Directors (ADs) to resolve complex issues
- Act as a trusted advisor on complaint-related risk, performance, and reputational exposure
- Influence regional service strategies using complaint and resolution insight
- Ensure resolution activity supports broader operational and resident experience priorities

Complaints, Member Enquiries & Executive Correspondence

- Ensure robust oversight of complaints handling, MP and Councillor enquiries, and CEO correspondence
- Safeguard fairness, proportionality, and consistency of outcomes and remedies
- Provide leadership on high-risk, high-profile, or sensitive cases
- Ensure executive and Member communications are credible, accurate, and risk-aware

Quality, Compliance & Risk Management

- Ensure full compliance with the Housing Ombudsman Complaint Handling Code and associated frameworks
- Maintain strong governance, assurance, and control mechanisms across regional teams
- Identify emerging risks, failure patterns, and control weaknesses
- Provide confident, evidence-based assurance to senior leaders

Learning, Insight & Continuous Improvement

- Embed learning from complaints, Ombudsman decisions, and Member feedback into regional operations

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- Drive reductions in repeat complaints and failure demand
- Partner with Learning & Insight functions to convert casework data into operational improvement
- Champion continuous improvement, accountability, and resident-centred resolution practices

Success metrics:

- Sustained improvement in response timeliness and SLA performance
- Reduction in overdue complaints and aged case volumes
- Reduction in Stage 2 escalations and Ombudsman referrals driven by resolution quality
- Consistent quality assurance outcomes across regions
- Demonstrable service improvements arising from complaint learning
- Strong confidence from MDs, ADs, Members, and Executive leaders

About you:

You will be:

- A visible, credible, and highly influential senior leader across regional operations
- Calm, decisive, and authoritative when managing risk, pressure, and competing priorities
- Strongly performance- and outcomes-driven, with excellent operational grip
- A collaborative partner to MDs and ADs, capable of influencing beyond direct control
- A champion of fairness, accountability, and resident experience
- Highly data-literate, using insight to drive decisions and interventions

You will have:

- Significant senior leadership experience in complaints, resolution, or customer casework services at scale
- Proven experience leading managers and geographically dispersed teams
- Strong understanding of regulatory, governance, and risk frameworks
- Experience managing high-profile Member, MP, or executive correspondence
- Strong judgement and decision-making capability in complex environments
- Demonstrated ability to drive performance improvement and cultural change
- Exceptional written and verbal communication skills

Leadership Responsibilities:

- As a member of the leadership team, support and enable delivery of the Group Strategy through strategic and operational contribution
- Demonstrate strong leadership skills to help build a diverse and inclusive organisations; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of your teams and within the delivery of our services
- Be a confident role model and leader, ensuring you reflect the values of the organisation
- Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.

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