

**Executive Enquiries Advisor (Pitsea, SS13)**

**Department: Contact Centre & Complaints**

**Reports to: Team Leader**

**Direct Reports: None**

**Salary: Grade 5SE**



## **Role purpose:**

To manage and respond to escalated complaints and enquiries sent to the CEO's office or raised by MPs and Councillors, ensuring these are resolved efficiently and in compliance with the Housing Ombudsman Complaint Handling Code.

## **Key Responsibilities:**

- Manage escalated complaints and enquiries from the CEO's office, MPs, and Councillors.
- Ensure all escalated issues are resolved promptly and in compliance with the Housing Ombudsman Complaint Handling Code.
- Liaise with internal teams to gather information and provide accurate and timely responses.
- Maintain accurate records of all interactions, ensuring transparency and accountability.
- Provide feedback to senior management on trends in escalated complaints to drive service improvements.

## **Success metrics:**

- **First Contact Resolution:** Percentage of resident inquiries resolved on the first interaction (across all channels).
- **Response Times:** Timely responses and resolutions of escalated complaints and enquiries in adherence to SLAs.
- **Stakeholder Satisfaction:** High stakeholder (MPs, Councillors, Residents) satisfaction and good feedback on support provided.
- **Effective Resolutions:** Effective escalation solutions provided for issues.

## **About you:**

### **Experience:**

- Proven 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 complaint environment.
- Excellent knowledge of the Housing Ombudsman Complaint Handling Code.

**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.