

Customer Feedback Officer

Within the **Rehousing and Projects Service**



SALARY

Between £21,589 and £23,836

RESPONSIBLE FOR

N/A

RESPONSIBLE TO

Team Leader Customer Feedback and Projects

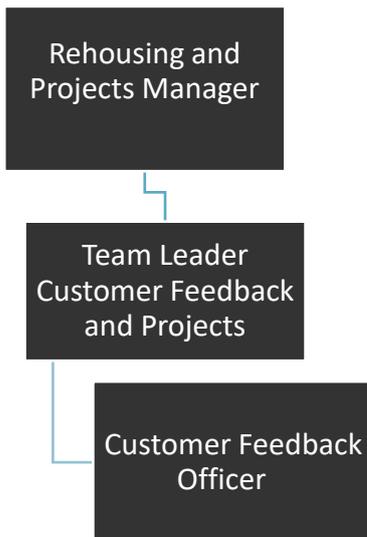
CORE PURPOSE

To manage and respond to customer complaints and customer feedback for Stockport Homes Group

The role will involve receiving, recording, investigating, and responding to all forms of customer feedback, including formal complaints and enquiries received from MPs and Councillors.

The Post Holder will provide detailed analysis of customer complaints and feedback and make decisions and recommendations on ways to transform this analysis in to service improvements.

The role will involve liaising and communicating effectively with customers, MPs, Councillors and senior managers on a regular basis.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

23 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



FLEXI TIME

Flexible working arrangements ensure you can achieve a healthy work life balance



WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness

RESPONSIBILITIES *the Customer Feedback Officer will...*

- ✓ Investigate and respond in writing to all enquiries from councillors and MPs.
- ✓ Investigate and respond as appropriate to all forms of customer feedback, including formal complaints, within required timescales.
- ✓ Collaborate with colleagues to collate and analyse all feedback in order to produce periodic reports to senior managers.
- ✓ Record information and identify themes and trends from all complaints and customer feedback received. Recommend and help implement service improvements from this analysis.
- ✓ Provide advice and guidance to staff, stakeholders and customers on the Customer Feedback Policies and Procedures
- ✓ Process responsive repair recharges and manage and resolve appeals and complaints relating to these.
- ✓ Handle compensation claims in line with Stockport Homes' Compensation Policy and Procedure, and carry out associated administrative tasks.

STRENGTHS *the Customer Feedback Officer will deliver key responsibilities by...*

- ✓ Having excellent verbal and written communication skills to provide clear, accurate, and concise responses to customers, managers, MPs and other stakeholders.
- ✓ Demonstrating good interpersonal skills, being adaptable to ensure effective communication to a wide range of people.
- ✓ Having the ability to work on their own initiative and to make decisions using discretion and sound judgements, without the need to consult.
- ✓ Demonstrating excellent organisational and administrative skills, with the ability to work accurately and with attention to detail.
- ✓ Having the ability to deal with challenging situations and sometimes challenging colleagues' working practices.
- ✓ Interrogating and managing systems and records methodically and with sound reasoning.
- ✓ Working effectively and efficiently under pressure to ensure outcomes within required timescales.

REQUIREMENTS *the Customer Feedback Officer will be able to...*

- ✓ Analyse, evaluate and process customer feedback to provide insight and facilitate service improvements.
- ✓ Deal effectively and consistently with challenging customer issues and situations.
- ✓ Display sound judgement and reasoning.
- ✓ Organise and plan a fluctuating and demanding workload efficiently.
- ✓ Display a positive, enthusiastic and customer focussed approach to their work.
- ✓ Clearly and professionally present information to senior managers and stakeholders.
- ✓ Demonstrate experience of working in a busy customer service environment.

VALUES *the Customer Feedback Officer will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



Proud to be part of SHG

www.stockporthomes.org

