

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Resolutions Partner

Who is in my team?	
Team	Customer Resolutions
Line Manager	Resolutions Manager
My direct reports	None
Updated	September 2025

What's my role?
The Resolutions Partner (RP) is responsible for delivering thorough, fair, and coordinated investigations into customer complaints, primarily at Stage One of the complaints process. Acting as the key point of contact for a partnered business area, the RP ensures that customer issues are fully understood, addressed promptly, and resolved in line with regulatory and organisational standards. This role combines investigation, collaboration, and direct customer engagement, ensuring complaints are handled professionally, with a strong focus on finding fair remedies, learning from issues, and helping to drive service improvements across the organisation.
What am I accountable for?

Complaint Investigation & Resolution

- Conduct comprehensive and impartial investigations into customer complaints, ensuring timely, accurate, and fair responses.
- Partner with relevant areas of the business to coordinate investigations and lead on complaint resolutions.
- Deliver pioneering customer service, including visiting customers in person to hear their concerns and gain first-hand insight into issues.
- Identify and recommend appropriate remedies that are fair and proportionate, taking into account individual customer circumstances.
- Manage an active caseload to ensure all commitments are met, keeping customers informed throughout the process.

Insight, Themes & Service Improvement

- Capture themes and root causes of complaints within the case management system to support organisational learning.
- Collaborate with the partnered area to ensure root causes are addressed and service improvements are embedded.
- Consider how issues in the partnered area may affect the wider organisation and work cross-functionally to address systemic problems.

Compliance & Risk Management

- Ensure all complaint handling complies with the Housing Ombudsman Complaint Handling Code, internal policies, and GDPR.
- Escalate issues promptly where there are concerns about customer safety or reputational risk.
- Coordinate the production of Housing Ombudsman information requests, ensuring risks and key findings are accurately documented.

Collaboration & Continuous Development

- Build strong relationships with internal teams to coordinate timely and effective responses.
- Continuously develop professional knowledge and expertise to deliver robust investigations and high-quality responses.
- Share insights and best practices with colleagues to support ongoing service improvements.
- Actively contribute to team case reviews to identify learning opportunities and share best practice, supporting a culture of reflection and continuous improvement.
- Play a proactive role in enhancing complaint handling practices by identifying areas for improvement and contributing to the development of team-wide solutions.

Carrying out my work in line with our:

- Professional standards, reflecting our values and behaviour framework
- Policies, procedures, and code of conduct

- Commitment to equality, diversity, and inclusion
- Health and safety responsibilities
- Confidential reporting (whistleblowing) policies
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

What do I need?

Entry Requirements:

- Demonstrates strong written and verbal communication skills, with the ability to convey complex information clearly and empathetically.
- Adapts communication style to meet the needs of diverse customers and stakeholders, ensuring understanding and building trust throughout the resolution process.
- Excellent organisational skills to manage a busy caseload effectively.
- Strong problem-solving abilities and attention to detail to ensure investigations are comprehensive and accurate.
- Ability to build positive relationships with colleagues, customers, and external stakeholders.
- Awareness of the Housing Ombudsman Complaint Handling Code and a commitment to continuous learning.

Proficient Requirements:

- Experience in a customer-facing or complaint-handling role, ideally within the social housing or public service sector.
- Ability to analyse data and identify themes or patterns to support service improvement.
- Experience working in cross-functional teams to resolve complex issues.

