

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 Manager

Who is in my team?	
Team	Customer Resolutions
Line Manager	Head of Customer Resolutions
My direct reports	Resolutions Partners
Updated	October 2025

What's my role?
The Resolutions Manager plays a pivotal role in resolving complex customer complaints at Stage Two of the complaints process. This role ensures investigations are fair, professional, and robust, while driving insight and learning that inform service improvements across the organisation. As a senior specialist, the Manager partners closely with operational areas, providing data-driven insights to highlight recurring themes and support strategic decision-making that enhances the customer experience. This role demands strong analytical, problem-solving, and communication skills, alongside a deep understanding of complaints handling, regulatory compliance, and the social housing sector.
What am I accountable for?

Complaint Investigation & Resolution

- Lead the resolution of complex Stage Two complaints, ensuring a fair, impartial, and customer-focused approach.
- Conduct thorough and coordinated investigations, collaborating with relevant teams to deliver timely and accurate responses.
- Handle Housing Ombudsman cases, ensuring that evidence packs are comprehensive, submissions are accurate, and all determinations are implemented fully and on time.
- Investigate and prepare high-quality responses for MP and high-profile enquiries, meeting KPIs and maintaining professional standards.

Insight, Reporting & Service Improvement

- Perform root cause analysis of complaint data to identify trends, themes, and opportunities for improvement.
- Provide clear, actionable reports and insights to senior management, enabling informed decisions to improve services and prevent repeat issues.
- Partner with business areas to embed learning and drive continuous improvement in processes, systems, and customer communication.

Compliance & Risk Management

- Ensure all complaint handling fully complies with the Housing Ombudsman Complaint Handling Code, GDPR, and internal policies.
- Maintain accurate, auditable records in accordance with the organisation's Data Governance Framework.
- Identify and escalate emerging operational risks, supporting proactive mitigation.

Cross-Functional Collaboration

- Build strong relationships with colleagues across the business to drive improvements in complaint handling and service delivery.
- Act as a trusted advisor by sharing expertise, insights, and best practice to influence positive outcomes for customers.
- Work with technology and data teams to explore opportunities for automation and enhanced reporting.
- Provide effective line management and coaching to Resolutions Partners, fostering their professional development and enhancing the quality of complaint handling. This includes overseeing performance management activities such as conducting regular one-to-one meetings, setting objectives, and supporting continuous improvement.

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:

- Strong educational background with excellent verbal, written, and numerical skills.
- Proven ability to analyse complex information and present data in a clear, actionable format.
- Extensive experience in complaints management and resolving high-profile or complex cases.
- Strong understanding of GDPR, data governance, and regulatory compliance.
- High degree of discretion when handling sensitive or confidential matters.
- In-depth knowledge of the Housing Ombudsman Complaint Handling Code.
- Interpersonal/influencing skills. Advocating for change and challenging poor practice.
- Strong operational experience of managing complaints in a way that has led to demonstrable outcomes for customers, whilst balancing organisational requirements.

Proficient Requirements:

- Experience leading or contributing to cross-functional improvement initiatives.

- Good awareness of the social housing sector and regulatory landscape.
- Ability to project manage service improvement activities, ensuring measurable outcomes.