

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 Assignment Officer

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

What's my role?
The Resolutions Assignment Officer (RAO) acts as the first point of contact for complaints received from customers and colleagues. This role is critical in assessing, triaging, and allocating complaints to the appropriate Resolutions Partner, ensuring workloads are balanced and customer issues are addressed promptly and effectively. Alongside assignment duties, the RAO supports complaint resolution by collating evidence packs, conducting risk assessments, and handling investigations when required. This role requires excellent organisational skills, strong attention to detail, and a commitment to providing fair, customer-focused service in line with the Housing Ombudsman Complaint Handling Code.
What am I accountable for?

Complaint Intake, Triage & Assignment

- Act as the first point of contact for all incoming complaints from customers and colleagues.
- Perform thorough risk assessments, ensuring the circumstances of all household members—particularly any vulnerabilities—are considered and escalated if necessary.
- Assign complaints to the appropriate Resolutions Partner, ensuring workloads are balanced and capacity issues are highlighted.
- Manage centralised inboxes daily, ensuring enquiries and complaints are logged, allocated, and acknowledged within agreed timescales.

Evidence & Case Support

- Collate Housing Ombudsman evidence packs, extracting data from corporate systems, creating timelines, and identifying key risks. Ensuring documentation is complete and compliant.
- Maintain accurate records and case data to ensure auditability and compliance.
- Monitor and track the progress of assigned complaints to support effective case management and timely resolution.

Complaint Investigation & Resolution (when required)

- Conduct thorough, fair, and coordinated investigations into customer complaints, ensuring clear communication and timely responses.
- Deliver high-quality customer service, including visiting customers in person to gain a full understanding of their concerns.
- Recommend fair and proportionate remedies, considering the specific circumstances of each case.
- Manage an active caseload of commitments, ensuring proactive communication and timely delivery of agreed resolutions.

Insight, Risk & Continuous Improvement

- Capture and record themes and root causes of complaints to support data-driven service improvements.
- Collaborate with business areas to ensure insights lead to tangible changes in processes or services.
- Escalate issues appropriately, prioritising customer safety and reputational risk.
- Support data integrity of complaints (clean up)

Compliance & Governance

- Ensure all activities comply with the Housing Ombudsman Complaint Handling Code, GDPR, and organisational policies.
- Uphold high standards of data accuracy, confidentiality, and professionalism in every interaction.

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 written and verbal communication skills, with the ability to handle sensitive situations professionally.
- Excellent organisational and multitasking skills, with the ability to manage competing priorities effectively.
- Attention to detail with strong analytical and problem-solving skills.
- Commitment to providing fair and customer-focused service.

Proficient Requirements:

- Experience in a customer-facing or complaint-handling role, preferably in the social housing or public sector.
- Familiarity with the Housing Ombudsman Complaint Handling Code and complaint-handling best practice.
- Experience using corporate systems for case management and data reporting