

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.

Senior Customer Resolutions Officer

Who's in my team?

Team	Customer Resolutions
Line Manager	Customer Resolutions Manager
My direct reports	Customer Resolutions Officer
Updated	December 2024

What's my role?

To deliver an effective complaint resolution service for complex, high risk and stage two complaints in compliance with the Housing Ombudsman Complaint Handling Code.

What am I accountable for?

- Responsible for stage two complaints, ensuring a full, fair and thorough investigation in compliance with the Housing Ombudsman Complaint Handling Code.
- Ensure that all complaints are used as opportunities to identify, propose and implement service improvements during the complaints journey by highlighting and recording trends and themes identified.
- Line manage a team of Customer Resolutions Officers ensuring that all complaints are handled compliantly. Conduct regular quality assurance checks on casework, correspondence and the complaint handling process.
- Support the management team in the allocation of complaints, ensuring capacity and volume is closely monitored.
- 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.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- 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.
- 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

- o Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- A good standard of education with excellent verbal, written and numerical skills.
- Ability to influence senior stakeholders and customers
- Excellent analysis and interrogation skills with a proven ability to present data in an easy to understand format.
- Excellent organisation and solution based problem solving skills
- Experience in managing complaints
- Absolute discretion when dealing with highly confidential and sensitive information
- Experience of the social housing sector.

Proficient Requirements:

- Able to lead and support cross functional improvement projects.
- Good awareness of the social housing sector
- Ability to project manage for process improvement