

# 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.

# Customer Resolutions Officer

## Who is in my team?

Team	Customer Resolutions
Line Manager	Customer Resolutions Manager
My direct reports	N/A
Updated	December 2024

## What's my role?

Provide a customer focused proactive complaint handling service in compliance with the Housing Ombudsman Complaint Handling Code. Work collaboratively with across the business to identify service improvements.

## What am I accountable for?

- Lead on the investigation of complaints, coordinating responses from different departments.
- Acting as first point of contact for the customer, ensuring that their particular needs for a positive complaint experience are identified and met.
- Ensure formal complaint communication is to a high standard and Moat's corporate communication style is reflected.
- Effectively navigate and utilise Moat's IT systems, predominately MS Dynamics, to oversee and manage all complaints from a formal stage. Ensuring detailed and accurate record keeping of complaint investigations.
- Ensure that any potential risks are identified and escalated to a member of management where appropriate.
- Use all opportunities within the complaint handling journey to consider if services improvements or changes are necessary to prevent reoccurrence of complaints, ensuring they are recorded and appropriately assigned.
- To coordinate the production of information requests from the Housing Ombudsman.
- 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
  - Confidential reporting (whistleblowing) policies

### What do I need?

#### Entry Requirements:

- Strong background in formal complaints handling
- Experience of handling Housing Ombudsman cases
- Some experience in root cause analysis and continuous service improvement
- A good standard of education with strong verbal, written and numeracy skills.
- Excellent communication with the ability to adapt your approach to a diverse range of colleagues and customers.
- Ability to demonstrate effective complaint handling and problem solving.
- Attention to detail.
- Able to use MS Office suite, particularly MS Word and Dynamics.
- Knowledge of the Housing Ombudsman Service Complaint Handling Code.
- Access to transport or a full driving licence.
- Good understanding of the social housing sector.
- Good understanding of GDPR, including its application in the workplace.

#### Proficient Requirements:

- Advanced use of MS Office suite, particularly MS Dynamics, Word and Excel.
- Thorough understanding of the social housing sector including the Housing Ombudsman Service.