



Job description

Job title: Complaints and Service Improvement Manager

Responsible to: Housing Director

Responsible for: Complaints and Service Improvement Officers

Purpose of the post:

To manage the organisation's complaints function, acting as the designated Complaints Officer and ensuring compliance with the Housing Ombudsman Complaint Handling Code.

The role leads on Stage 2 complaint investigations and responses, manages the Complaints and Service Improvement Officers, provides assurance ahead of Ombudsman involvement, and drives service improvements through effective learning from complaints.

The postholder also supports the Housing Director through high-quality reporting and analysis.

Key areas of responsibility:

- Leading and investigating Stage 2 complaints, ensuring outcomes are fair, proportionate and evidence based.
- Drafting clear, high-quality responses on behalf of Hastoe Directors. As well as providing advice and guidance to managers when attempting to resolve issues and complaints.
- Overseeing Stage 1 complaint handling carried out by Complaints and Service Improvement Officers, ensuring consistency, quality and timeliness.
- Ensuring responses meet required timescales, quality standards and reflect a customer-focused approach.
- Line managing and supporting the Complaints and Service Improvement Officers, ensuring high performance and professional development.



- Allocating workload across the complaints team to ensure timely and effective case handling.
- Setting clear objectives and monitoring performance against (Key Performance Indicators) KPIs and service standards.
- Providing coaching, quality assurance, and regular feedback to improve investigation and response quality.
- Promoting a positive, learning-focused culture within the team and across the organisation.
- Leading the annual Complaint Handling Code self-assessment, ensuring publication and compliance.
- Identifying gaps and implement improvement actions.
- Providing assurance to senior management and Board on complaint handling effectiveness.
- Acting as the organisation's Complaints Officer in line with the Housing Ombudsman Complaint Handling Code. As well as acting as the key contact for Ombudsman enquiries and investigations.
- Reviewing and quality assuring cases prior to referral to the Housing Ombudsman.
- Producing and drafting reports, briefings and Board papers on complaints performance on behalf of the Housing Director.
- Identifying and track service improvements arising from complaints.
- Maintaining a service improvement log with clear ownership and delivery timescales.
- Working with service teams to embed learning and prevent recurrence.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and training	• GCSE English and Mathematics, or equivalent • A Level or equivalent • If not already qualified to CIH level 4, must be willing to attain this qualification.	• CIH Level 4 Qualification
Skills and experience	• Proficient in the use of Microsoft Office applications • Strong understanding of the Housing Ombudsman Complaint Handling Code. • Knowledge of housing services, including tenancy, repairs and leasehold management. • Strong investigative and analytical skills. • Excellent written communication with the ability to produce clear and empathetic responses. • Ability to lead, motivate and develop a small team. • Ability to influence and challenge constructively at all levels. • Ability to analyse data and present meaningful insights.	• Knowledge of Housing Development and Defects.
Personal qualities	• Customer Inspired: A positive approach to customer service (for both internal and external customers). • Open and Transparent: Able to listen, learn and improve.	



	• Professional: Able to take ownership of your actions and cope well under pressure. • Passionate: Able to go the extra mile to find solutions and meet deadlines. • Enterprising: Willing to seek new learning experiences. • Excellent attention to detail. • Able to organise and prioritise own workload. • Able to work as part of a team. • Resilient and able to manage complex and sensitive situations.	
--	---	--