

## Role Profile

<b>Job Title</b>	Service Improvement Advocate		
<b>Reporting into</b>	Senior Service Improvement Advocate		
<b>Directorate</b>	Customer Experience	<b>Working Style</b>	Hybrid/Office
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

### Summary of Role:

As the Service Improvement Advocate, you will be responsible for managing customer feedback, complaints and compliments in-line with the current policy including conducting thorough investigations and follow up communication with the customer to try and reach an immediate resolution. You will work with colleagues across the business to complete thorough complaint investigations and will be responsible for adhering to the Housing Ombudsman Statutory Complaint Handling Code.

### Key Areas of Responsibility:

- Work to increase customer satisfaction and minimise complaints and customer dissatisfaction by proactively tailoring support services and partnerships.
- Work with colleagues across the business to carry out thorough complaint investigations, understand the root cause, and review evidence to achieve a satisfactory resolution.
- Champion the knowledge and understanding of our complaints policy, procedure and the Housing Ombudsman Complaint Handling Code to all colleagues within the business.
- Responsibility for meeting the regulatory requirements linked to complaints.
- Monitor shared mailbox and respond to all queries in a timely manner.
- Work to maximise the number of customer complaints that are resolved at the first point of contact.
- Responsibility for the management and maintenance of complaint records and databases and the requirement to keep them updated.
- Calculate and administer compensation payments in-line with LiveWest guidance.
- Review and analyse customer feedback to assist in developing improvement plans.
- Ensure customers are kept informed throughout the complaint journey and any commitments or promises made following complaint conclusion.
- Maintain awareness of best practice, regulation, and guidance.
- Use feedback to identify best practice and new ways of working to deliver service improvements.
- Contribute to a high-performance culture within the Service Improvement team.

### Skills, Knowledge and Experience:

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Ability to adapt your approach based on the customer’s preferences and needs.
- Ability to make customer and business focused decisions.
- Experience in working in a customer service environment.
- Ability to collaborate and negotiate with a wide range of internal and external customers and feel confident in preparing and hosting meetings with key stakeholders.
- Desire to improve customer experience and able to act as a voice for the customer.
- Ability to work, and adapt to change in a reactive and fast paced environment.
- Experience dealing with complex enquiries through a diverse range of media platforms.
- Knowledge and understanding of the principles of customer care.
- Excellent attention to detail, with accurate, clear and thorough record keeping.
- Demonstrates good listening skills, patience and empathy with the ability to naturally build rapport with customers.
- Ability to accurately input/extract data whilst communicating by telephone.
- Good level of competence in IT (Microsoft Office Suite).
- Excellent communication skills.
- Experience in managing conflicting work priorities – both for internal and external customers.
- Ability to recognise vulnerabilities, support needs and safeguarding concerns, and report these where required. (D)
- Experience of complaint handling within a regulated environment. (D)
- Knowledge of social housing policy. (D)
- Experience of scheduling activities, events or deliveries and of using a booking system or software. (D)




**Professional/Vocational/Academic Qualifications:**

- Customer Service qualification (or equivalent experience through work or study), or willingness to work towards.
- Good level of literacy and numeracy.
- Relevant qualification in Business Administration or equivalent. (D)








**Safeguarding and Lone Working:**

- N/A.

**Values and Behaviours to be demonstrated in this role:**

We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>

You are expected to work within the guidance set out in LiveWest’s policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

*The above criteria are considered essential unless indicated as desirable (D)*

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.