POST TITLE	**TEAM LEADER - RESOLUTION**
DIRECTORATE	**PLACE**
SERVICE	**HOUSING AND HOMELESSNESS**
RESPONSIBLE TO	**SENIOR REPAIRS MANAGER**
NUMBER OF POST HOLDERS	**1**
ACTING UP/ SECONDMENT	**NO**

PURPOSE OF JOB

The postholder will be responsible for leading, managing, developing, and directing a team of Customer Contact Co-ordinators, providing a high quality, resolution-focussed and customer friendly service to Council tenants.

The post holder will be responsible for the performance, efficiency, and development of the Resolution team, responsible for dealing primarily with complaints from Council tenants and elected members regarding the services delivered by Housing Services.

The post will ensure complaints are dealt with effectively and efficiently and in line with the Council's complaints procedure. In addition, they will support the Housing Service on other projects and initiatives that support the Council's strategic objectives and the Housing and Homelessness service objectives.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Lead, manage, develop and direct a team of officers dealing with customer complaints ensuring that complaints are fully investigated, and comprehensive, high-quality responses are provided to ensure a satisfactory resolution.
- Lead on escalated and complex complaints, including dealing with elected member enquiries and requests for information and reports from the Scottish Public Services Ombudsman.
- Analyse complaints, themes. And trends, and identify opportunities for service improvements, process changes and training to assist the Housing Service in improving tenant satisfaction, quality of service and drive continuous improvement in the service.
- Monitor service standards and plan resources to ensure complaints are dealt with in accordance with standards set out in the Council's complaints procedure.
- Provide performance reports to Senior Repairs Manager as required.
- Work with colleagues in the Council's Strategic Complaints team and more widely across the Council to contribute to the development of policy and procedure and related to complaints, and to develop strategies for dealing with complex cases that require a multi service approach.
- Liaise with the Information Rights service to manage freedom of information requests, ensuring responses are factually accurate and returned timeously in line with statutory requirements.
- Ensure compliance with Council and service policy, procedure, and standards.

THE HOW – KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The postholder should be educated to SVQ4 or equivalent and have experience of managing a team in a customer-focussed environment.
- The postholder will be required to make decisions across a wide range of activities and in a variety of contexts, often involving situations where there is no precedent. They will be required to show innovation and develop solutions to resolve problems on a regular basis.
- They will be required to prioritise workloads and ensure effective allocation of resources to ensure demands on the service can be met and service standards maintained.
- The postholder will deal regularly with escalated complaints from customers, often with complex needs or demands and will often have to negotiate with other colleagues or services to achieve a successful resolution to complaints.
- They will work under their own initiative with minimal supervision and be expected to drive a positive, customer focussed culture in their team.
- The postholder will be required to analyse and interpret information, interrogate systems, and produce reports for senior management.
- The post is a key member of the Housing Service team and will provide support to the senior leadership team, having regular contact with senior managers, the Head of Service and elected members.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post will work autonomously with minimal supervision.
- The postholder will be the lead officer for dealing with escalated complaints from tenants, which can be demanding and challenging, and a high degree of emotional resilience will be required.
- The post will operate in a changing environment and will need to effectively and diplomatically manage competing priorities, interests and pressurised timescales.
- The post must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.
- The postholder will be required to work flexibly across four Locality Offices as required by the service.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The postholder will directly line manage 5 – 8 Customer Co-ordinators (GR5)

RESOURCES

- The post will be responsible for a range of office equipment including ICT equipment allocated to the team and will update and maintain data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.
All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including

co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.