

REDROW HOMES - GROUP RESOLUTION MANAGER

THE ROLE

The Group Resolution Manager will oversee the effective implementation of the group complaints and resolution policy liaising with group and divisional colleagues and will be responsible for reporting on the efficiency and effectiveness of complaints responses. They will work closely with colleagues across all teams to address systemic issues, which could cause significant reputational damage to the business and drive ongoing costs. In addition, the job holder will be responsible for the day-to-day management of Redrow's social media and online customer service.

The key objectives are to assist the divisions and Exec Board in resolving complicated escalated complaints regardless of channel. To improve Redrow's reputation by quickly identifying root cause and reputational issues and to prepare Redrow for the incoming New Homes Ombudsman (NHO) by running an efficient group complaints process.

KEY RESPONSIBILITIES:

1. To liaise with all colleagues to develop and implement an industry-leading group complaints process.
2. To identify any root cause and systemic issues.
3. To play a lead in reaching sensible escalated complaints outcomes, which balance cost, reputation and legal / NHO issues.
4. To work closely with the group communications team on reputational issues.
5. To play a lead role in minimising any escalating complaints reaching the NHO.
6. To run Redrow's day-to-day social media customer service operation and to play an important role in managing the business' online reputation.
7. To work closely with external bodies such as NHBC, HBF and NHO.

8. To build a seamless relationship with legal colleagues to create an efficient group response, which addresses legal issues whilst maintaining our customer service ethos.
9. To effectively line manage colleagues within the group customer resolution team.
10. To ensure the group customer resolution team is fully integrated into the wider customer & marketing team.
11. To play a key role in supporting the customer & marketing team's aim of creating long term profitable and positive relationships.
12. To ensure any responses fit with Redrow's tone of voice and communications policy.
13. To help respond to SAR requests and ensure data quality of complaints recording keeping across the business.
14. To keep in touch with best complaints management practice across all industries.
15. To efficiently manage the group complaints and resolution budget.

These are illustrative duties and the post holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.
