



GROUP CUSTOMER RESOLUTION ADVISOR



ABOUT THE ROLE

To deliver first class service to our customers throughout the complaints journey dealing effectively and efficiently with complaints being supported by the relevant division. The key objectives are to monitor incoming complaints and ensure that you assist divisions and our Executive Board in resolving complicated, escalated complaints regardless of channel. In doing so, aim to improve Redrow's reputation by quickly identifying root cause.

Reports to: Group Customer Resolution Manager

KEY RESPONSIBILITIES

1. To assist with the effective implementation of the group complaints policy liaising with group and divisional colleagues.

- To support the Group Resolution Manager on the implementation of an industry-leading group complaints process
- Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
- To monitor incoming complaints via a central mailbox and via Redrow's complaint and resolution system
- To ensure any responses fit with Redrow's tone of voice

2. To assist with reporting on the efficiency and effectiveness of complaints responses

- To monitor and highlight any root cause and systemic issues and report accordingly

3. To work closely with colleagues across all team to address systemic issues, which could cause significant reputational damage to the business and drive outgoing costs.

- To Support all relevant colleagues in reaching sensible escalated complaints outcomes, which balance cost, reputation, legal, and future New Homes Ombudsman Service (NHOS) issues.
- To build seamless relationships with legal colleagues to create an efficient group response, which addresses legal issues whilst maintaining customer service ethos
- To assist divisions with crisis management and manage customers experience when they need to leave their homes for a period of time
- To help respond to SAR requests and ensure data quality of complaints record keeping across the business

4. To assist with the day-to-day management of Redrow's social media customer services

- To monitor Redrow's day-to-day social media customer service operation and ensure that responses are sent in an appropriate and timely manner
- To work closely with external bodies such as NHBC, HBF, and NHOS
- To work closely with divisions, assigning and validating customer service queries
- To identify social trends and report accordingly
- To assist with setting up and training new starters for the platform used to monitor all social channels

THE PERSON

What kind of person are we looking for?

- Confident
- Empathetic
- Strong Stakeholder management skills with the ability to influence at all levels
- Ability to produce reporting information & analysis of information
- Ability to work under pressure and against tight timelines
- Ability to work individually and within a team
- A problem solver with a pragmatic approach
- A strong need to understand the detail
- Resilience and personal gravitas

These are illustrative duties and the job 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.