



Job Profile

August 2025

JOB TITLE:	Resident Resolution Officer
GRADE:	POA
POST NO:	Post specific
JOB TIER:	5 (Non management)
DBS CHECK:	Basic
DIRECTORATE:	Homes and Communities
SERVICE:	Homes and Neighbourhoods
Reports to:	Resident Empowerment and Relationship Manager
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

The Resident Resolution Officer for Housing Management will be responsible for fostering positive relationships between residents and the Council to enhance Housing Management complaint satisfaction. A key focus of this role is to improve the Council's responsiveness, identify patterns in complaints, and implement necessary improvements based on resident feedback.

They will be responsible for the development of actionable insights, the establishment of a weekly Housing Management Complaints Review meeting, and the implementation of a Residents' Complaints Panel which will ensure that the Council's Housing Management services are responsive, efficient, and focused on meeting the needs of residents.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of '*putting our residents first*'.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

2. People Management

- No direct supervisory responsibility however may be required to assist in the induction and training of peers and new employees.

3. Operational Service Delivery

- To take a proactive approach to managing the learning from Housing Management complaints.
- Lead on the analysing of Housing Management complaints, identifying recurring issues, and determining trends that require attention. To also ensure services are delivered fairly and equitably, preventing inequalities in resident experiences.
- Ensure that lessons are learnt from complaints through feedback to services, communications briefings, formal reports and Council-wide learning, working closely with the operational teams where cross cutting themes emerge.
- Work with internal teams in the Council to develop strategies for addressing common Housing Management complaints.
- Create action plans to ensure that lessons learnt are embedded in the Council's policies and service delivery, whilst also working with residents.
- Design, deliver training sessions and service adjustments as required to mitigate future complaints.
- Ensure that there is a "you said, we did" update on complaints for the future.
- Manage the Residents' Complaints Panel to review complaints and ensure resident involvement in service improvement, and work with residents to provide a platform to voice their concerns and contribute to shaping the way Housing Management services respond to complaints. Prepare and circulate all the necessary paperwork for the meeting.

- Manage the dedicated weekly Complaints Review meeting to ensure that complaints are allocated correctly to the relevant officers. With a view to ensuring that all complaints are reviewed, and responses are issued within the required timeframes. Prepare and circulate all the necessary paperwork for the meeting.
- Assist staff across Homes and Neighbourhoods to resolve issues efficiently to ensure performance targets are met and prevent Housing Management complaints from being escalated.
- Regularly compile and analyse complaints data, extract insights, and present findings to internal and external stakeholders, including colleagues.
- Use the learning and insight from Housing Management complaints to support colleagues and managers working on service improvements and re-design across the Council.
- Work collaboratively with the Resident Empowerment & Relationship Manager, and the Business Manager for Complaints & Service Improvement to support their work by preparing reports drawn from complaints data which may then feed into the Council Scrutiny Process.
- Continuously enhance the investigation process to align with best practices and uphold the council's commitment to 'getting it right first time.' Effectively manage corrective and follow-up actions arising from complaints, ensuring they are resolved fully and promptly.
- Attend Council and Tenant and Leaseholder Strategic Group meetings externally and internally.
- Support the effective liaison and joint working with government agencies in respect of complaints e.g. the Housing Ombudsman and Local Government Ombudsman.
- Report significant or persistent service failures identified through complaint investigations and analysis. Review contributing policies, procedures, and practices, recommend improvement actions, and monitor progress.
- Ensure all complaint resolution targets are met, promptly identify any areas of risk, and develop mitigation plans to sustain performance levels. Prepare regular reports covering all aspects of performance and compliance.
- Monitor compliance with the Corporate Complaints Procedures, and processes rigorously. Address instances of non-compliance effectively within Homes and Neighbourhoods, escalating issues as necessary if non-compliance persists.
- Provide data, presentations and strategic improvement plans to the Leadership Team and panels to ensure a cycle of continuous improvement in relation Housing Management complaints.

- Adhere to the Council's safeguarding policies and procedures and undertake relevant training to help protect children and adults at risk of harm within the borough.

4. Service Planning & Development

- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.
- Develop, maintain, and advance in-depth knowledge both through self-led learning and formal and informal training opportunities.
- Keep abreast of legislation and policy related to Housing Management.
- Identify and share emerging issues for customers which help improve the services offered.
- Use initiative, knowledge and judgement to assess and resolve problems including prompt escalation to managers as required.
- Ensure complaint learning outcomes are documented, considered, and implemented working alongside relevant managers and services, ensuring a positive Housing Management complaint handling culture through continuous learning and improvement.

5. Financial & Resource Management

- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste to reduce financial impact.

6. Service Improvement

- Manage the implementation of improvement initiatives and change programmes using the Council's project management and service improvement methodologies as required.
- Lead on monitoring of legislation, regulations, and best practices in Housing Management complaints ensuring regular briefings to the wider Council teams on upcoming changes.
- Foster an enhanced learning culture within the team, leading to continuous service improvements.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents, and their representative bodies.
- Collaborate with internal and external colleagues, fostering connections with local, regional, and national organisations to benefit and support residents and organisation in service improvement, engagement, and insight.

8. Additional Responsibilities

- Contribute to policy development and participate in projects, audits, and service reviews as directed.
- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Adopt the professional characteristics of people working within the Housing Management Service as reflected in the Chartered Institute of Housing Professional Standards.
- Contribute to the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.
- Contribute to the delivery of the Tenant Satisfaction Measures (TSMs).
- Deliver the agreed Personal Appraisal Goals.
- Monitor relevant KPIs related Housing Management complaints.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B. Person Specification

Resident Resolution Officer

This person specification will be used for recruitment to this vacancy of **Resident Resolution Officer** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or experience.	✓	
5 or more GCSEs including English and Maths (Grade C/level 4 or above).	✓	
Evidence of continuous professional development.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability and willingness to attend out of hours meetings and visits to meet the needs of residents and the service.	✓	
Full driving licence and use of a vehicle at all times.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of complaints in Housing Management, local authority or similar (regulated) environment that provides complex services.	✓	
Demonstrable comprehensive knowledge of corporate complaints procedures, along with a clear understanding of the relevant legislation and policy frameworks that govern their effective handling.	✓	
Knowledge of the Housing and Local Government Ombudsman's role within Local Authority setting as it relates to complaints management.	✓	
Strong verbal and written communication skills, capable of building and influencing relationships at all levels.	✓	
Good understanding of data protection procedures and the need for data quality.	✓	

Experience of using data and customer insight to inform continuous improvement.	✓	
Dedicated to advancing ideas and projects while consistently meeting deadlines.	✓	
Producing reports and information for Management, colleagues, and residents.	✓	
Experience of developing and delivering training on learning from complaints.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Good understanding of the regulatory framework for social housing and housing related legislation.	✓	
Ability to analyse feedback trends, data and prepare detailed reports for senior managers and Members.	✓	
Excellent IT skills including Microsoft Office applications and experience of working with other reporting and data systems.	✓	
Exceptional problem-solving and analytical abilities, demonstrating a keen curiosity and the capacity to understand intricate information and draw meaningful conclusions.	✓	
Able to use performance information to drive improvements.	✓	
Ability to work independently, with strong workload and time management skills. Able to meet competing deadlines and ensure task completion.	✓	
Ability to be self-motivated and driven to achieve specific targets and objectives.	✓	
Strong negotiating skills and the ability to cultivate effective working relationships, both within the organisation and with external partners. Exhibiting a pragmatic and adaptable approach to collaboration and teamwork.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.