Complex Cases Manager

Role profile

Department	Property Projects -Repairs & Maintenance		
Job number		**Reports to**	Case Resolution Manager
Date effective	April 2025	**Salary band**	6HC

Purpose
To manage complex cases including complaints at Stage 1 & Stage 2, ensuring these cases are resolved and repairs satisfactorily completed. Taking ownership of complex cases and working with residents to enable works to be carried out. On occasions this will involve working closely with the Decant Team to ensure customers have all the information required about works carried out during their absence from their home. Take ownership of HHSRS high risk cases ensuring these are resolved and progress is reported weekly to ensure effective monitoring. Provide accurate, timely information to the Housing Ombudsman Service (HOS) to support investigation of cases. Ensure all correspondence and customer contact is handled with care, empathy, and in accordance with relevant policies and regulations

Key responsibilities/ deliverables	
1.	To closely and sensitively manage complex cases with customers to increase customer satisfaction.
2.	To act as a dedicated point of contact for the customer to resolve and investigate any concerns that may arise concerning their complex cases and for the duration of the works through to completion.
3.	To proactively work with residents to overcome barriers to enable repairs to take place.

4. To manage any complex cases for damp, mould and disrepair in line with regulatory guidance and legislation.
5. To liaise with internal and external partners to ensure that each repair is being completed in the most timely and cost-effective way.
6. To co-ordinate internal stakeholders' meetings to enable effective management of complaints repairs cases when required.
7. To manage legal action when required for access for works to take place, liaising with relevant operational teams.
8. Ensure that IT systems are regularly updated, and any manual record systems are maintained, enabling accurate reporting and customer management.
9. Work with diverse tenants who require extra support and refer them to appropriate internal and external support services.

Line management
Direct reports: None Indirect reports: None

Key internal contacts
All operational directorate departments as well as Finance, Development, Insurance, Legal, Joint Venture partner, Corporate Services & IT

Key external contacts
Customers; Local Authorities, contractors; Voluntary agencies such as support services

Operating environment/ dimensions
Working within the Property Projects team within the Repairs & Maintenance Department providing a front-line customer service relating to complex case management, complaints and expressions of dissatisfaction

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		

Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	**A/T**	
Has (or willing to study for) CIH Membership or equivalent suitable qualification or experience	**I/A**	
Knowledge and skills		
3 years' experience of working in housing or property management	**A/I**	
Knowledge of current Housing Legislation and up to date case law.	**A/I**	
Excellent customer service experience with the ability to communicate effectively with customers, translating technical updates in a way they can understand	**I**	
Experience of working in a responsive repair environment		**I/A**
The ability to or experience of problem solving and understanding customer complex needs	**I/A**	
Ability to maintain robust record keeping	**I/A**	
Demonstrate good ability to influence decision making	**I/A**	
Ability to or experience of working well under pressure, organising and prioritising work effectively	**I/A**	
Effectively communicate with a wide range of audiences both in writing and verbally	**I/T**	
Demonstrates good decision making	**I/A**	
Ability to manage internal and external partner relationships effectively	**I/A**	
Good level of IT Knowledge including Outlook, Word and Excel	**I/A**	
The focus of this role is to manage cases with Property Projects Team that have become, or are likely to become, complaints cases working collaboratively with other		

sections of the department and the wider organisation to deliver an effective service to residents.

Competency	Essential
Influential - The ability to work with and through others to achieve organisational goals	**A/I**
Future focused - Looks at what's possible and how to make it happen	**A/I**
Engaging - Achieves collective outcomes by building effective relationships	**A/I**
Resilient - Does not allow pressure to interfere with thinking, judgement, or behaviour	**A/I**
Performance - focused delivers a consistently high performance	**A/I**

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen