

Job Title:	Department:	Reporting To:
Complaints Resolution Officer	Customer Experience	Customer Experience Team Leader

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living's goals and objectives.

How your role will contribute to **Magenta Living's Purpose, Vision & Values**:

Our Purpose:
Empowering people is our purpose.

Our Vision:
We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.

Our Values:
'Do the Right Thing'.
This is the thread that weaves our actions, decision-making, and connections.

- Act as a central point for managing and resolving customer complaints across Magenta Living.
- Ensure the complaints process is accessible, empowering customers to share feedback when services fall short.
- Investigate complaints fairly and impartially using an evidence-based approach.
- Collaborate with colleagues across departments to gather insights and expert knowledge for complaint resolution.
- Use customer feedback and colleague input to identify and recommend tangible service improvements.
- Build trust with internal and external customers by demonstrating transparency, fairness, and consistency.
- Support a culture of continuous improvement by reviewing complaints holistically and identifying root causes.
- Protect the interests of the business while ensuring customer concerns are addressed appropriately.
- Maintain accurate records of complaints, investigations, and outcomes.
- Promote Magenta Living's commitment to customer care and community wellbeing through every interaction.



What you will bring to us:

Essential Skills & Experience

- Positive and enthusiastic personality with a strong focus on customer service.
- Previous experience in front-line customer service or complaint handling.
- Excellent attention to detail, with strong organisational and prioritisation skills.
- Ability to work independently and manage multiple cases simultaneously.
- Strong verbal and written communication skills.
- Comfortable working collaboratively across teams and departments.
- Commitment to equality, diversity, and inclusive service delivery.

Education & Qualifications

- Understanding of housing services, data protection, and complaints legislation (desirable).
- Willing to work towards an appropriate CIH accredited qualification.

This role is not subject to a mandatory DBS check.

At **Magenta Living**, our **Purpose, Vision & Values** aren't just words that sit on a page.
They serve as a constant reminder of **why we do what we do**.
*Let's all #BeMore**Magenta**.*