

Job Description

We Are Magenta

Job Title:	Customer Voice and Complaints Manager
Responsible to:	Customer Director
Purpose, Vision and Values and what that means for your role.	
Our Purpose: <i>Empowering people is our purpose.</i> You will lead complaints, customer feedback and customer voice activity so customers are listened to, issues are resolved fairly, and insight drives service improvement. You will bring visible energy, personality and pace, creating a positive, curious and improvement-focused team culture. Our Vision: <i>Opening doors is all about creating opportunities and eliminating barriers.</i> Your role is key to opening doors by strengthening trust, resolving complaints effectively, and ensuring customer voice influences decisions, service standards, policies and operational improvements. You will help Magenta show that it listens, learns and acts on what customers say. Our Values: <i>‘Doing the right thing’ is the thread that weaves our actions, decision-making, and connections. Making choices that align with our purpose, vision, and values, and ensuring everyone feels safe and supported.</i> You will champion fairness, respect, transparency and accountability, using complaints, feedback and insight to improve services, communication and customer outcomes.	

A little bit more about the role

Key Responsibilities:

The role has three connected pillars: complaints and Ombudsman compliance; customer voice and engagement; and insight-led service improvement. The postholder will ensure these work together so feedback is heard, acted upon and reported clearly.

Pillar 1: Customer Voice, Involvement and Engagement

- Lead customer voice, involvement and engagement activity so it is planned, purposeful, inclusive and linked to organisational priorities.
- Maintain an engagement plan informed by complaints, demand, satisfaction, contact trends, policy reviews and service priorities.
- Create meaningful opportunities for customers to influence services, policies, strategies, service standards and priorities.
- Use inclusive engagement methods so diverse customer voices shape service design and decisions.

- Oversee engagement platforms, consultations, surveys, focus groups, listening sessions, customer panels, scrutiny activity and involvement events.
- Direct customer involvement colleagues so their work is prioritised, evidence-led and focused on outcomes.
- Grow Magenta's digital customer voice platform as a core channel, improving functionality, participation and insight.
- Promote involvement opportunities and show impact through clear "You Said, We Did" communication.
- Maintain awareness of engagement, resident influence and scrutiny practice across social housing.

Pillar 2: Complaints, Resolution and Ombudsman Compliance

- Lead day-to-day complaints and customer feedback delivery.
- Ensure complaints are acknowledged, investigated and responded to within required timescales and service standards.
- Assure the quality, consistency and fairness of Stage 1 and Stage 2 investigations and responses.
- Ensure complaints, remedies and compensation are assessed fairly and consistently.
- Act as the escalation point for complex, sensitive, high-risk or cross-service complaints.
- Ensure complaint communication is clear, empathetic, professional and in plain English.
- Ensure responses address all relevant points, explain decisions and set out remedies or actions.
- Monitor complaint aftercare, customer commitments and Ombudsman actions through to completion.
- Manage Housing Ombudsman enquiries, investigations, recommendations and orders.
- Coordinate and review MP, Councillor and stakeholder dissatisfaction, capturing themes, risks and learning.
- Ensure customers are appropriately signposted to the Housing Ombudsman where required.

Housing Ombudsman and Regulatory Compliance

- Act as Magenta's operational lead for complaint handling compliance and Ombudsman expectations.
- Embed the Complaint Handling Code into practice, guidance, QA, reporting and customer outcomes.
- Complete the annual Complaint Handling Code self-assessment and required governance reporting.
- Prepare the annual complaints performance and service improvement return/report for governance, publication or submission.
- Maintain records and evidence that demonstrate compliance, decisions and good practice.
- Coach colleagues and managers so complaint handling aligns with Ombudsman expectations.
- Escalate risks relating to customer detriment, complaint handling failure, reputation or non-compliance.
- Provide assurance reporting to senior leaders, governance groups and the Member Responsible for Complaints.

Pillar 3: Insight, Learning and Service Improvement

- Bring together insight from complaints, feedback, surveys, contact, service demand, engagement, scrutiny and operational performance.

- Oversee feedback channels, including the Your Voice mailbox, and lead a managed transition to more structured, accessible and reportable customer voice channels where appropriate.
- Identify recurring themes, root causes, customer priorities, service pressures and potential detriment.
- Produce insight-led engagement briefs setting out the evidence, customers to involve, questions to test and decision to inform.
- Work with Data and Insight colleagues to evidence need, understand customer opinion and prioritise action.
- Work with service leads, Business Improvement Partners and SLT to turn insight into clear actions and measurable improvements.
- Track completed changes, customer benefits, reduced repeat issues and evidenced “You Said, We Did” outcomes.

5. Leadership and Management

- Lead, motivate and develop a high-performing Customer Voice, Feedback and Complaints Team with visible energy, pace and personality.
- Create a positive culture where colleagues learn, challenge, improve and take ownership of customer outcomes.
- Set clear objectives, outputs and priorities, including an evidence-led programme for customer involvement colleagues.
- Coach colleagues and managers to improve customer engagement, complaint handling and communication standards.

Quality Assurance and Performance Management

- Monitor performance against complaints, customer voice, insight, improvement, service standard and regulatory measures.
- Carry out 10% QA checks on complaint cases, record keeping, customer communication and Code compliance.
- Monitor engagement activity to ensure participation is representative, meaningful and accessible.
- Produce governance-ready reports on complaints, customer voice, Ombudsman compliance, learning, improvement and outcomes.
- Report complaint volumes, response times, escalations, upheld rates, compensation, Ombudsman outcomes and customer commitments.

Stakeholder Engagement

- Build relationships across services to promote customer voice, accountability and effective complaint resolution.
- Support managers to understand complaints, feedback, Ombudsman compliance and customer communication responsibilities.
- Work with key services including Service Quality, Governance, Communications, Data Protection, Legal, Contact Centre, Repairs, Housing, Communities and senior leaders.
- Liaise with the Housing Ombudsman, customer representatives and sector networks where appropriate.

What we need from you!

Qualifications & Experience:

Essential

- Significant experience leading customer voice, feedback, engagement or complaints services in social housing or another regulated environment.
- Strong knowledge and practical application of the Housing Ombudsman Complaint Handling Code.
- Experience managing Ombudsman enquiries, investigations, orders, recommendations and evidence submissions.
- Experience influencing and coaching managers to improve complaints, customer experience and compliance.
- Experience involving customers in service delivery, policy development or decision-making.
- Proven ability to lead, develop and motivate high-performing customer-focused teams.
- Strong written communication, stakeholder management, assurance and governance reporting skills.
- Experience managing complex, sensitive or high-risk customer cases and escalating risk appropriately.
- Experience using data, insight or business improvement activity to evidence need and deliver measurable improvement.
- Experience using CRM, case management and Microsoft 365 systems, with a commitment to equality, inclusion and fairness.

Desirable

- Knowledge of the Regulator of Social Housing Consumer Standards.
- Experience presenting to Committees, customer groups, Boards or senior leaders.
- Experience developing complaint, feedback or quality assurance frameworks.
- Experience of digital engagement platforms, involvement tools or customer scrutiny.
- Project management, service improvement or change management experience.
- Professional qualification relevant to housing, customer experience, complaints, engagement or leadership.

Additional Requirements

- Flexibility in approach to hours and locations worked (some out of hours working is necessary) (E)
- Ability to travel for work purposes (E)

(E) – Essential

(D) – Desirable