

Tenant Voice Officer

Reports to: Tenant Voice Manager

The part I play at Flagship Group to help solve the housing crisis in the East of England is:

To drive forward the tenant voice framework by engaging with our tenants and listening to as many views as possible, so that we can deliver outstanding customer service and improve the areas in which our tenants live.

Working alongside various teams across the business, I ensure the tenant experience is easy, empathetic and low effort, whilst focusing on building trust and understanding our tenants' needs. I also organise and attend community initiatives and engagement activities to gain better insight into our tenants.

I own, manage, and resolve tenant complaints aiming for fairness, swift resolution and learning whilst accurately recording information across our systems. I am also responsible for acknowledging and distributing MP and Housing Ombudsman enquiries in a timely manner.

My skills and experience include:

Experience working in a customer facing role, handling complaints, and building relationships. I have a passion for delivering outstanding customer service and focusing on the customer and their needs.

I am a highly organised individual, with excellent communication skills and a keen eye for detail. I am comfortable taking initiative and being creative with ways of engaging our customers.

The required qualifications for my role are to be educated to GCSE level or equivalent standard.

The skills I will develop include:

Enhancing both my communication and influencing skills. I will have the opportunity to build relationships both within and outside of the business whilst expanding my knowledge of the Housing sector and working in a regulated environment. I will also be supported to review processes and suggest new ways of working.



Flagship Group Values:

