



Senior Tenant Voice Officer

Reports to: Tenant Voice Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive 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.

As a **Senior** I will play a key role in supporting my manager in the preparation of MP letters, stage 2 complaints and the collation of Housing Ombudsman Service packs. I will take the lead on complex cases, providing the tenant voice team with case support and answering queries relating to the day job. I will deputise for my manager in their absence and will be the subject matter expert for the Tenant Voice team.

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.

Sound working knowledge of Tenant Voice

I can prioritise multiple demands.

I have strong organisational skills. I can communicate clear messages and understand how to train others.

I am educated to GCSE level or equivalent and possess a CIH qualification or be willing to work towards this.

The skills I will develop include:

Gaining in-depth knowledge of the Housing sector and Housing Law whilst working in a regulated environment.

I will develop my influencing and communication skills and will build relationships with wider teams across the Group.

I will enhance my leadership skills