

Gravesham Borough Council

Division: Chief Executive
Department: Social Housing
Reports to: Assistant Director
Post Title: Complaints & Data Manager
Grade: POC
Hours: 37

Job Description

Job Summary

To provide strategic and operational leadership for complaints handling within social housing and housing performance data, ensuring full compliance with the Housing Ombudsman Complaint Handling Code, regulatory expectations and consumer standards.

The postholder will drive a learning culture, using insight from complaints, performance and tenant feedback to improve services, inform decision-making and strengthen tenant trust.

You will play a critical role in shaping our social housing service, supporting initiatives, and working closely with residents to improve satisfaction and service outcomes.

Main Responsibilities

Complaints Leadership & Governance

- Lead and oversee the end-to-end complaints process (stages 1 and 2), ensuring fairness, timeliness and high-quality responses in line with the Housing Ombudsman Complaint Handling Code.
- Act as the Social Housing lead for complaint resolution, escalation, and learning, including maladministration findings and orders.
- Ensure robust governance arrangements, including quality assurance, sign-off processes, and clear audit trails.
- Prepare and present regular complaint performance reports to senior leadership, Board and relevant committees.
- Lead on self-assessments, annual complaint performance reporting and regulatory submissions.
- Act as the key liaison with the Housing Ombudsman and other external bodies as required.

Data, Insight & Performance

- Lead the development and use of housing performance data, ensuring accuracy, integrity and regulatory compliance.
- Own the collection, validation and reporting of Tenant Satisfaction Measures (TSMs) and other key performance indicators.
- Translate complex data into clear insight, trends and actionable intelligence for operational and strategic use.
- Develop dashboards and reporting frameworks that support service improvement and accountability.
- Ensure data is used proactively to identify risk, prevent repeat complaints and drive continuous improvement.

Service Improvement & Learning

- Embed a strong complaint learning culture across the organisation, ensuring lessons learned are identified, tracked and implemented.
- Work collaboratively with operational teams to address root causes of complaints and performance issues.
- Monitor and report on agreed actions, improvements and outcomes for tenants.
- Champion resident voice, fairness and transparency in service delivery

Leadership and Collaboration

- Manage, coach and develop staff within the complaints and/or data function, setting clear expectations and standards.
- Provide expert advice and challenge to senior managers and team leaders on complaint handling and data-led decision-making.
- Work closely with governance, legal, IT and customer experience teams to ensure joined-up approaches.

General

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

- To undertake any other duties as required which are commensurate with the level and nature of the post.
- Maintain up to date knowledge of relevant legislation and ensure team adherence.
- To work out of hours as necessary to deliver the services required by the Council for example during the evenings or weekends.
- Embrace the values and behaviours of the Council.
- Comply with the Council's Safeguarding policy.
- Comply with the Council's Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.
- Comply with the Council's Health and Safety policy.
- Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- Participate fully in the Councils staff appraisal scheme and conduct officers one to ones.
- Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- Carry out any other related duties, which may be directed by the Assistant Director or Heads of Service.

	PERSON SPECIFICATION	
	ESSENTIAL	DESIRABLE
SKILLS, ABILITIES,	<ul style="list-style-type: none">• Minimum of 3-5 years of experience in social housing, or customer service	

<p>KNOWLEDGE & EXPERIENCE</p>	<p>roles, with a strong understanding of social housing issues.</p> <ul style="list-style-type: none"> • Significant experience leading complaints handling in a housing, public sector or regulated environment. • Strong working knowledge of the Housing Ombudsman Complaint Handling Code and consumer regulation. • Proven experience of analysing and interpreting performance data to drive service improvement. • Experience producing high-quality reports for senior leadership, Board or regulators. • Excellent written and verbal communication skills, with the ability to explain complex issues clearly. • Strong leadership skills with experience of managing and developing staff. • Excellent communication and negotiation skills, with the ability to manage multiple stakeholders. • Strong organisational and problem-solving skills, with the ability to prioritise workload effectively. 	<ul style="list-style-type: none"> • Experience of Tenant Satisfaction Measures (TSMs) and regulatory reporting. • Experience of working directly with the Housing Ombudsman or equivalent oversight bodies. • Knowledge of social housing legislation, governance and regulatory frameworks. • Advanced data or performance systems experience (e.g. CRM, housing management systems, BI tools).
<p>QUALIFICATION TRAINING</p>	<ul style="list-style-type: none"> • A degree or equivalent qualification in housing, community development, social work, or related field. • Relevant professional qualification or evidence of continuous professional development in housing complaints, governance, performance or data analysis. • Experience in working within landlord services and understanding housing demand. 	<p>Project management qualification.</p>
<p>QUALITIES & APPROACH</p>	<ul style="list-style-type: none"> • Self-motivated and proactive, able to work unsupervised and under own initiative and go the “extra mile”. • Ability to prioritise competing demands in a pressurised environment, recognise service priorities and manage a case-load within agreed targets. • Commitment to fairness, transparency and learning from complaints. 	

	<ul style="list-style-type: none">• Tenant-focused with a strong sense of accountability.• Calm, resilient and confident in managing challenge and scrutiny.• Collaborative and improvement-driven.• Ability to deal with conflict and solve problems in a tactful and professional manner.• Able to organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.• Good assertive communication and mediation skills in order to negotiate with customers.• Good empathic listening skills. Ability to make sound, non-judgemental decision.• Committed to personal and professional development.	
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