



WILLOW TREE

HOUSING PARTNERSHIP

Person Specification Complaints & Resolution Administrator

You can demonstrate:

Experience

- Experience in an administrative and coordination role.
- Experience of handling or supporting complaints, customer services, or service user enquiries.
- Experience of working to deadlines and managing competing priorities.

Skills & Knowledge

- Strong written and verbal communication skills, with the ability to produce clear and professional correspondence.
- Excellent organisational and record-keeping skills, with strong attention to detail.
- Ability to work confidently with senior managers and executives.
- Understanding of the importance of compliance, confidentiality, and data accuracy.

Personal Attributes

- Customer-focused with an empathetic and professional approach.
- Calm, resilient, and solution-focused when dealing with sensitive or challenging situations.
- Proactive and able to work on own initiative.
- Commitment to continuous improvement and learning from feedback.

Desirable

- Experience working within a social housing, local authority, or public sector environment.
- Experience of supporting complaints process, audits, or regulatory compliance.
- Knowledge of complaints handling frameworks and regulatory requirements, including DSARs, STAIRs or similar standards.
- Understanding of tenant engagement and service improvement principles.