



Customer Feedback Administrator

Department: Customer Feedback Team

Reporting to: Melanie Herridge, Business Director

Hours: Monday – Friday, 8am to 5pm

We're looking for a **Customer Feedback Administrator** who will play a key role in ensuring our customers feel heard, valued, and supported. This is a pivotal position where your organisational flair, attention to detail, and proactive mindset will help drive service excellence across the business.

You'll be the voice of the customer—analysing feedback, resolving issues, and influencing positive change. We're looking for someone who enjoys problem-solving, has a calm and empathetic approach, and is driven to see continual improvement.

Main responsibilities

Complaints Handling

- Manage and coordinate responses to high-level and formal complaints, keeping clients informed throughout the process
- Investigate and resolve customer concerns that can't be addressed within individual departments
- Analyse trends in feedback and propose recommendations to prevent recurring issues
- Collaborate with internal teams to reduce complaints
- Oversee and record compensation payments where appropriate
- Administering Webportal feedback – both positive and negative
- Maintaining accurate records of investigation progress and outcomes

Customer Services

- Use feedback to provide recommendations and regular reports to Managers to enable the improvement of services
- Proactively reach out to residents with poor satisfaction scores to better understand their concerns
- Attend meetings with residents and clients to review and discuss feedback when required

Pro-Active Reporting

- Build strong relationships with clients through regular communication
- Run monthly reports and provide these to clients with commentary
- Create reports for department managers to show trends in feedback within the department
- Provide department managers with relevant feedback information prior to contract meetings

Other Items

- Support community events such as fun days, job fairs and resident engagement activities

We're looking for:

- A passion for delivering exceptional customer service
- Highly organised with strong verbal and written communication skills
- Empathetic and understanding, with a fair and consistent approach
- Excellent interpersonal skills, with the ability to build effective relationships across all levels
- A flexible team player who's comfortable working independently when needed
- Proactive, detail-oriented and able to manage tight deadlines
- Someone who thrives on making things better – who sees problems as opportunities and wants to drive real positive change

This role is an opportunity to influence positive change, enhance resident satisfaction, and become a trusted voice within our team. You'll work in a supportive environment where your ideas are welcome and your development is encouraged.

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envious reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



Interested in applying?

Please send a copy of your CV to melanie.herridge@smithandbyford.com