



Job Description

Job Title:	Case Manager (12 months Maternity Cover)
Reporting To:	Head of Housing
Based:	Head Office / Agile
Hours:	35 hours per week
Salary:	£34,300.00

Purpose

The Case Manager will deliver a high-quality, person-centred service to residents by managing customer enquiries, safeguarding concerns, and complaints with empathy and professionalism. The postholder will ensure every customer interaction reflects Alpha Living's values, resolves issues at the earliest opportunity, and ensures safeguarding and regulatory responsibilities are fully met.

This role combines elements of customer experience, safeguarding coordination, and complaints handling, ensuring that learning from all cases informs service improvement and enhances the overall customer journey.

Key Activities and Responsibilities

Customer Experience & Case Management

- Provide a first-class, comprehensive service to all customers, ensuring enquiries are resolved promptly and effectively across all contact channels.
- Take ownership of cases through to resolution, ensuring accurate records on the Housing Management System (Civica CX) and adherence to agreed service standards.
- Diagnose and raise repair orders, liaise with contractors, and monitor completion against targets.
- Manage rent account enquiries, arrears up to legal action, and support residents with Housing Benefit and Universal Credit processes.

- Manage waiting and transfer lists, verifying eligibility documentation and ensuring compliance with the Right to Reside legislation.
- Provide information and advice on tenancy management issues, planned maintenance, and environmental or neighbourhood concerns.
- Work collaboratively across departments to provide a seamless customer experience and deliver solutions that meet residents' needs.

Complaints Handling & Customer Insight

- Act as Alpha Living's Complaints Officer, handling and resolving complaints in accordance with the Housing Ombudsman's Complaint Handling Code.
- Ensure all complaints are acknowledged, investigated, and responded to within required timescales.
- Record, track, and analyse complaint data, producing insight reports that highlight trends, root causes, and areas for service improvement.
- Work with relevant teams to ensure lessons learned from complaints inform policy, process, and training updates.
- Support the wider Customer Experience and Insight teams in gathering and interpreting customer satisfaction and feedback data.

Safeguarding

- Serve as a key safeguarding lead within Alpha Living, ensuring that all safeguarding concerns are managed in line with organisational policy and statutory guidance.
- Act as the central point of contact for all safeguarding enquiries and referrals – liaising with Adult Social Care, external agencies, and internal teams.
- Oversee case management of safeguarding referrals, ensuring accurate documentation and timely escalation to the Designated Safeguarding Lead.
- Provide guidance, advice, and support to staff on safeguarding procedures and best practice.
- Maintain up-to-date knowledge of safeguarding legislation and contribute to the review and development of Alpha Living's safeguarding policy and training programme.
- Represent the organisation at external safeguarding meetings and ensure partnership working promotes a safe, resident-centred environment.

Data, Insight & Reporting

- Maintain accurate and timely data entry within relevant systems for complaints, safeguarding, and customer interactions.
- Contribute to performance monitoring and reporting against key service KPIs.
- Support the Head of Housing in providing insight reports to the Business Management Team, SLT and regulators.

Continuous Improvement & Team Support

- Contribute to the ongoing development of policies, procedures, and processes to enhance service quality and compliance.
- Participate in team meetings, training sessions, and audits to share learning and best practice.
- Provide support to colleagues across departments during peak periods or complex cases.
- Ensure value for money through efficient resource use and effective procurement practices.

Our Values

Our recruitment process takes into account our values. We are a kind thoughtful organisation which aims to help older people live independently for longer. Your application should demonstrate your commitment to these values.

Our organisational values are: -

Bold & Brave

We create a space for belonging and inspire our residents, colleagues and customers to be the best possible version of themselves, to make bold choices, grow, learn and excel.

Compassionate

We put the person at the heart of everything we do and celebrate the diversity of our residents, colleagues and customers. We don't just say we care; our actions show we care.

Honest

We are open and honest; we value and respect each other's opinions and thoughts. We are inclusive in our interactions and encourage others to be the same.

Positive

We are inclusive in our approach, we are resilient and focused on delivering the best possible outcomes for our residents, colleagues and customers.

Person specification

Role: Case Manager

	Essential	Desirable	Method of Assessment (see list below)
Education & Qualifications			
Educated to GCSE level or equivalent	X		AF
Experience, Skills and Knowledge			
Experience of working within a Customer Focused Housing Environment		X	AF
Experience of working across teams to resolve both internal and external customer queries	X		AF, I
Knowledge of housing management theory and best practice		X	AF, I
Excellent interpersonal skills	X		AF,I
Ability to work as both part of a team and independently	X		AF, I
Experience of using Housing Management systems (preferably Civica Cx)		X	AF, I
Experienced in the use of Microsoft Office software	X		AF
Knowledge & Experience of Safeguarding and the Ombudsman Complaints Handling Code		X	AF

Experienced in the use of CRM systems.		X	AF, I
Personal Characteristics			
Ability to take responsibility for personal development and training	x		AF, I
Willingness and proven ability to work flexibly and adapt to the service, giving consideration to the needs of vulnerable customers	X		I
Committed to equality and diversity	X		I

AF = Application form

I = Interview

T = Testing