

Job role details

Job Title: Ombudsman

Reports to: Dispute Resolution Manager

Job purpose statement:

The Motor Ombudsman's mission is to provide the best ombudsman & dispute resolution service through passionate, our engaged people, driving excellence in consumer customer service across the automotive sector.

We take **PRIDE** in what we do, and are committed to our values:

Positive

Respectful

Impartial

Dynamic

Empowered

As a member of the team, you will play a key role within our ADR service, ensuring care and excellent service is provided to consumers and accredited businesses while delivering against set targets and KPI's.

You will be investigating and making final, binding decisions on disputes between accredited businesses and consumers. You will need to assess each case thoroughly, weighing up the facts, evidence and merits of each individual complaint to reach fair and reasonable outcomes. In your role, you will:

- Investigate cases, ensuring we have sufficient evidence on file to make a balanced decision
- Reach final decisions that are fair, reasonable and impartial - based on the evidence, our Codes of Practice and any relevant legislation
- Manage a caseload, ensuring complaints are processed effectively
- Deliver decisions and case closures with both speed and quality

We offer:

- Flexible Working
- 26 Days Annual Leave
- Performance and Company Bonus Scheme
- Hybrid working Policy: 1 day a week in the Office
(Maximum 8 days in the office per month)

Person Specification: *Experience, Knowledge and Skills*

	<i>Essential</i>	<i>Desirable</i>
	<ul style="list-style-type: none"> • A law degree • Experience of alternative dispute resolution provision in a similar role, being accountable for the decisions that you make 	<ul style="list-style-type: none"> • Experience of using CRM systems such as Salesforce and Zendesk • Previous experience of working within the motor trade

<ul style="list-style-type: none"> • Proven legal skills, with solid knowledge of current consumer and contract law • Proficient in Microsoft Office applications • Highly self-motivated individual with a can-do attitude • Experience of working in a high-paced environment & communicating clearly at all levels • Strong organisational & time management skills • Great customer service skills • Able to deal with vulnerable customers, being empathetic and adapting to customers' specific needs • A team player, with great interpersonal skills and a passion for TMO's values 	<ul style="list-style-type: none"> • Good knowledge of motor vehicles and the industry • Experience in stakeholder engagement • Good public-speaking skills
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Main responsibilities and duties:

- Conduct proportionate investigations into disputes in order to make fair, reasonable and impartial final decisions based on TMO's Codes of Practice, relevant legislation and industry practice.
- Provide excellent customer service through the effective management of an assigned caseload to ensure you deliver against set individual and team KPIs and targets.
- Manage complex cases, first tier complaints and social media escalations
- Handle any enquiries that are received from consumers and accredited businesses about their complaints
- Ensure that any feedback or trends, stemming from the cases you consider, are continuously shared with relevant colleagues
- Have an awareness of and carry out responsibilities in line with the ADR Regulations 2015 and the requirements of the Consumer Codes Approval Scheme
- Have an awareness of and carry out responsibilities in line with the Ombudsman Association's principles of governance and good complaint handling

Further responsibilities

- Support the team in continuous improvement of processes, knowledge and decision-making
- Ensure capture and accurate logging of all relevant data.
- Author training content and knowledge articles to support team development
- Keep abreast of current legislation through internal know-how sessions and personal learning
- Support continuous business development and operational efficiency
- Develop and sustain stakeholder engagement relationships
- Regularly present cases to senior management for review
- Assist with Code and ADR audits, as required
- Assist in authoring articles for publication in consumer and industry press, as required

- Engage with accredited businesses, consumers, government and third sector organisations to develop, enhance or maintain relations and improve the profile of the Ombudsman, as required
- Provide regular case studies for reporting and publication purposes

	Level 1-2	Level 3-4	Level 5
Customer Focus		3	
Communication		3	
Continuous Improvement	2		
Working Effectively		3	
Problem Solving & Decision Making		3	
Teamwork		3	
Specialist		4	

SIGNED: DATE:

(JOB HOLDER)

SIGNED: DATE:

(LINE MANAGER)