

Senior Complaints Officer

Reporting Line:	Complaints & Specialist Team Manager
Role Level:	6
Location:	Chester office based

About Us

We are Oxbury: The only UK bank dedicated to British agriculture. Founded by farmers, bankers, and technologists, we have combined the worlds of financial services, technology, and agriculture to provide bespoke financial products to support the rural economy.

Our mission is to create and grow a sustainable, customer-focused, and innovative bank that supports and champions the financial health of the rural economy.

About the Role

The Senior Complaints Officer plays a key role as part of our operations team in our Chester office, providing first line support to customers and managing incoming complaints over a range of media. Your main functions will be:

- Investigating and handling complaints about various products, including Savings and Lending products. Conduct thorough investigations to understand the nature and root cause of each complaint.

Role Responsibilities

- Manage incoming complaints via phone, email, and Feedback platforms
- Investigate and resolve customer complaints, delivering fair outcomes in line with regulatory requirements
- Ensuring compliance with regulatory standards by maintaining accurate records and adhering to best practices and contact strategy
- Progress complaints within agreed timescales, recording information relating to the complaint accurately
- Conduct root cause analysis to identify trends, suggest process improvements, and communicate lessons learned

General role responsibilities:

- Excellent communication and interpersonal skills with a first-class telephone manner and the ability to deal with customers confidently
- Build customer relationships by actively listening and resolving complaints quickly, efficiently, and accurately. Explain policies and procedures in a courteous and patient manner
- The ability to handle challenging situations and maintain composure
- Identifying and implementing effective solutions to complex issues
- Understand the background of each complaint, do the required investigations with the provided tools, and respond appropriately
- Proven ability to handle sensitive conversations with discretion, empathy and professionalism
- Work closely with internal and external stakeholders, including compliance and IT
- Undergo the required training and regulatory training, applying it in your role where necessary
- A flexible approach providing cover and assistance around the business as required, cross-skilled in all aspects of the role
- Contribute to the development of a diverse and inclusive culture

Skills / Experience

Essential

- Experience: 3–5 years' experience in a complaints' handling role within financial services
- Ability to remain calm under pressure and manage challenging situations
- Reliable, honest, and can contribute to creating a thriving culture
- The ability to build relationships and rapport with customers, many of whom will be unhappy for various reasons
- The ability to write bespoke letters and emails, demonstrating an excellent command of spelling and grammar, as well as clearly articulating key points of your investigation
- Able to demonstrate how you can identify trends and improvements
- Ability to multi-task and work in a fast-paced environment while providing a high level of customer service
- You should be able to listen and understand issues and maintain accurate records

Desirable

- Knowledge of regulatory policies within the financial services sector

Interested in joining Oxbury?

Interested candidates should submit their CV and a brief covering letter outlining their experience in agriculture, any previous work experience and why they believe they are suitable for the role. To apply please click [here](#).