

Role: Dispute Resolution Officer

Location: Remote

Basis: Full time

Salary: £24,000

About the role:

Our reputation and the service we provide to clients and customers is something we are really proud of. We're the best at what we do and we're preparing to take that to the next level. As a Dispute Resolution Officer, no two cases are the ever same, so you will be providing a consistently high level of service and work within our SLA's. Cases vary in nature so this is a real opportunity to flex your mediation muscles and apply yourself in different ways to different situations. With some of the more complex and high value cases, you will need to have a strong positive influence and use negotiation skills, confidence and personality.

Everyone takes responsibility for the success of the business, which is huge in driving us forward. So, when the pressure is on, we have an "all-hands-on-deck" approach with everyone getting involved to help out. When it comes to your individual role, leadership and team support is always there but we don't micromanage! Our Dispute Resolution Officers work under their own steam so we will trust you to manage your own time and workload.

Overall, this position is the perfect opportunity for anyone who works best under pressure and doesn't get easily fazed. With a clear progression path in place, if you are prepared to put in the hard yards, you can set yourself goals from day dot and we will help you succeed.

This position is remote but from time to time, we like to meet up and collaborate, so Manchester Centre will need to be accessible.

What you will be doing:

- Managing the end-to-end process with a focus on reaching amicable resolutions.
- Establish contact with complainants and initiating the 'triage' process.
- Mediate and negotiate with both parties to achieve an amicable conclusion.
- Recording data and documenting all stages of the complaint management process.
- Collate, record and review evidence.
- Engage the dispute resolution process and provide your professional opinion based on the information available to you.
- Apply soft conciliation when appropriate.
- Follow up on agreed outcomes and ensure they are honoured.
- Provide additional ad-hoc support to colleagues and the business where necessary.
- Working within SLA's and ensuring that we are providing the level of service we promised.

Who we are looking for:

- Ideally you will have experience and/or knowledge of the home improvement and renewable energy industry.
- Ideally you will have an understanding of the CTSI requirements for an ADR approved body.
- Transferrable industries include but not limited to legal, finance, utilities.
- Due to CTSI requirements, you will need to understand the importance and value of data.
- Highly organised with strong attention to detail and accuracy.
- Comfortable with autonomy as well as working within a team

- Strong empathy skills with the confidence to challenge in the right situations.
- Effective and confident communicator; both verbally and written.
- Ability to influence and negotiate effectively.
- The ability to remain calm and professional under pressure.
- Experience in data inputting and using CRM systems.
- A self-motivator with a desire to succeed.
- Results driven.

Who we are:

Incorporated in 2020, QASSS Ltd is a start-up from parent company QA Scheme Support Services Ltd, who are the leading UK provider of dispute resolution services for the home improvement and renewable energy sector. We're prepared to push boundaries and step up to the challenge to do things differently from our competitors, which is why we are trusted partner in the industry. We offer a combination of pioneering resolution services including Complaint Management, Alternative Dispute Resolution and Remedial and Claims Management. With over 15 years' industry experience from our parent company, and award-winning technical expertise, we're not too shy to say we are the best at what we do and have no plans on sitting back just yet.

Due to rapid expansion, QASSS are entering a growth phase and we are looking for the best of the best to join us. With some game changing plans and exciting projects, this is an opportunity to be part of a start-up that is already making waves in the industry. If you are an ambitious and energetic performer, who is keen to progress up the ranks with an already successful start-up company, apply now!

What we're offering:

- £24,000
- 23 days holidays plus bank holidays (increases with length of service)
- Company Pension
- Life insurance
- Remote worker allowance
- Clear progression path
- Flexible working

Interested?

For more information on QASSS as an employer, head to our careers page at www.qasss.co.uk/careers.

To apply for this role directly, please send your CV to recruitment@qasss.co.uk with the job title in the subject line and a few lines with the reasons why you think you are best suited.