

Role Title	Complaints Administrator
Job Family	
Competency Level	All Colleagues
Scale	Scale 6
Purpose	
To provide a professional, proactive, customer focussed business administrative service to the organisation within the relevant service area.	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.
Organise and maintain records and documents using the appropriate council process / system.	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>

<p>Create document, reports, correspondence from the information provided, using standard formats and software</p>	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>
<p>Database maintenance – access and update relevant databases and generate reports for management information.</p>	<p>Reports are accurate, complete and meaningful.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Job Specific Accountabilities:</p>	
<p>Case Handling and Workflow Management</p> <ul style="list-style-type: none"> - Log, acknowledge, and triage all incoming complaints, FOIs, SARs, and enquiries in accordance with statutory and corporate procedures. - Ensure accurate categorisation and allocation of cases to appropriate officers or directorates. <p>Support with monitoring case progress daily, identifying risks of slippage and escalating concerns promptly.</p>	<ul style="list-style-type: none"> - Cases are accurately logged and allocated within agreed timescales, enabling prompt action by officers. - Reduced risk of overdue cases due to proactive tracking and escalation. <p>Smooth workflows that support statutory performance targets.</p>
<p>Statutory Compliance Support</p> <p>Support with maintaining oversight of deadlines across complaints, FOIs and SARs, issuing reminders and taking action to prevent slippage where required.</p>	<ul style="list-style-type: none"> - Directorate performance improves through timely reminders and consistent deadline monitoring. - The Council meets statutory timeframes, reducing Ombudsman risk and reputational damage. <p>Clean, well-documented audit trails support defensible decision-making.</p>
<p>Communication and Customer Interaction</p> <ul style="list-style-type: none"> - Respond to enquiries from 	<ul style="list-style-type: none"> - Residents receive timely, clear communication, improving overall satisfaction. - Reduced escalation of avoidable complaints due to good

<p>residents and colleagues professionally. Contact residents by phone or in writing as appropriate where further information or clarification on a new request is required.</p>	<p>customer service. Accessible and inclusive communication supports residents with additional needs.</p>
<p>Administrative and Clerical Support</p> <ul style="list-style-type: none"> - Ensure cases are annotated accurately and appropriately with actions taken - Ensure Stage 2 complaints are linked to their original Stage 1 complaints <p>Ensure written confirmation of delegated authority is obtained and recorded where someone is making contact on behalf of another resident</p>	<ul style="list-style-type: none"> - Complaints Officers are able to focus on investigation and resolution, improving turnaround times. - Reduced duplication and fewer errors due to accurate, consistent administrative processes. <p>Ensure administrative compliance with the corporate complaints policy</p>
<p>Reporting and Data Quality</p> <p>Support the production of performance reports, dashboards, and statutory returns using reliable case data.</p>	<ul style="list-style-type: none"> - Leadership receives accurate, timely performance information for governance and decision-making. - Trends and service failures can be identified early due to clean, reliable datasets. <p>Enhanced organisational learning feeds into continuous improvement programmes.</p>
<p>Ombudsman Case Support</p> <p>Support preparation of response packs and information bundles for Ombudsman investigations</p>	<ul style="list-style-type: none"> - Ombudsman submissions are complete, accurate, and submitted on time. - Reduced likelihood of adverse findings due to well-prepared evidence and documentation. - Officers have confidence in the administrative integrity of case bundles.
<p>Compliance and Information Governance</p> <p>Handle sensitive data in line with GDPR, retention standards, and confidentiality requirements.</p>	<ul style="list-style-type: none"> - Data breaches are prevented through secure handling and accurate record-keeping. - The Council maintains strong compliance with information governance standards. - Residents' information is protected, supporting public trust.
<p>Continuous Improvement</p> <p>Contribute feedback, process improvements, and support updates to templates and guidance.</p>	<ul style="list-style-type: none"> - More efficient and streamlined processes across the complaints and IG service. - Templates and guidance stay up-to-date and reflect current legislation and best practice. - Staff adopt consistent approaches, reducing errors and improving service quality.
<p>Teamwork and Service Resilience</p> <p>Work collaboratively, provide cover for colleagues, and support service continuity.</p>	<ul style="list-style-type: none"> - The team remains resilient during peak periods and staff absence. - Residents continue to receive timely responses, even during resource pressure. - A positive, solutions-focused team culture is maintained.

<p>Nature of Contacts</p> <p>Involves supporting and guiding residents, stake holder and third parties to ensure a successful service</p> <p>May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.</p> <p>Occasionally the post will be expected to work from other locations</p>
<p>Key Facts and Figures</p> <p>None</p>
<p>Resourcing</p> <p>Budget Responsibilities: Nil Supervisory Responsibilities: Nil</p>
<p>Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> • Experience of having worked in a fast-paced, customer focused environment. • Excellent knowledge and application of IT systems and software packages. • Good knowledge and understanding of confidentiality and Data Protection principles • Relevant legislative and or procedural knowledge for specialist area. • Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service. • Excellent levels of literacy and numeracy. • Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others • Ability to deal diplomatically and confidentially with a wider range of stakeholders

internally and externally

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.