

Job Profile for Complaints Officer PO1- August 2017

Role Title	Complaints Officer
Directorate / Business Hub	Deputy Chief Executive
Grade	P01
SAP Position Number	50035171
Date Prepared	10.08.2017
<p>Purpose <i>To undertake Stage 2 complaint investigations; to respond to enquiries and complaint investigations by the Local Government and Social Care Ombudsman and the Housing Ombudsman Service; to work with services to ensure they learn from complaints; and to support the delivery of an effective complaints function.</i></p>	
Generic Accountabilities	End Results/ Outcomes
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<ul style="list-style-type: none"> - Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility; - Issues are managed through to a satisfactory conclusion ; - Risk to the Council is minimised.
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<ul style="list-style-type: none"> - Strategic and operational input is provided to wider business planning and development; - Customer needs are identified; - Services meet legislative and policy requirements.
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<ul style="list-style-type: none"> - Relevant information / data are managed efficiently and accurately; - Accurate and relevant information / reports / documentation are produced; - Trends and issues are identified and prioritised; - Statutory and procedural obligations are fulfilled; - Management decision making is supported.
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<ul style="list-style-type: none"> - Changes to systems, policies and / or procedures are identified and recommended; - All updates, amendments, developments are tested and approved prior to delivery; - Customers receive prompt, accurate policy / procedural updates; - Service standards are improved.

Generic Accountabilities	End Results/ Outcomes
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<ul style="list-style-type: none"> - Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues; - Agreed improvements are developed, delivered and evaluated; - Issues and recommendations are brought to the attention of senior managers; - Benchmark against best practice authorities and centres of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<ul style="list-style-type: none"> - Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales; - Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews; lead on specific projects as required.	<ul style="list-style-type: none"> - Projects are delivered to agreed specification, timescales and budgets; - Change initiatives are successfully integrated and implemented across all impacted service areas; - Value for money is achieved; - Ongoing savings secured.
Co-operate with and support colleagues.	<ul style="list-style-type: none"> - Colleagues are supported; - Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	<ul style="list-style-type: none"> - All policies and procedures are complied with.
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.	<ul style="list-style-type: none"> - Work is carried out in a way that is safe and without risks to health.
Job Specific Accountabilities: <i>(These accountabilities are likely to be service specific linked to the role)</i>	
To undertake stage two complaint investigations across a diverse range of Council services in line with agreed procedures, standards and timescales and provide a high quality and detailed response to the complainant on behalf of the Chief Executive.	<ul style="list-style-type: none"> - Provide a robust complaints service to customers, address service failure and remedy injustice; - Provide timely responses in accordance with the set procedure; - Provide a fair and reasonable resolution to the complaint.
To provide the Local Government and Social Care Ombudsman (LGO) and Housing Ombudsman Service (HOS) with a swift and comprehensive response to all their enquiries.	<ul style="list-style-type: none"> - Act as liaison between the Council and the service area in the provision of a comprehensive response on behalf of the Council; - Assist in resolving the complaint.
To work with services across the Council to ensure they take appropriate corrective action following each upheld complaint and Ombudsman enquiry.	<ul style="list-style-type: none"> - Identify areas for service improvement and make recommendations to services.

<p>To compile and analyse information and data about complaints, including type, number, trends and learning, and ensure this information is available for performance monitoring and service improvement purposes.</p>	<ul style="list-style-type: none"> - Complaints information is accessible to colleagues and members of the public.
<p>To report on any areas of significant or persistent service failure identified through complaint investigations and analysis, review policies, procedures and practices that may be contributing to this failure, recommend actions to deliver improvement, and monitor progress.</p>	<ul style="list-style-type: none"> - Delivery of improved services to customers
<p>To ensure that information about how to complain is clear and simple, and easily available to residents and service users.</p>	<ul style="list-style-type: none"> - Clear path for customers to make their complaints; - Sign-posting to regulatory bodies such as the Ombudsmen.
<p>To provide a face to face complaints service when necessary to any residents and service users attending the Town Hall to make a complaint in person.</p>	<ul style="list-style-type: none"> - Good customer service
<p>To provide complainants with a personalised service that is sensitive to the nature of their complaint, particularly in circumstances when the complaint investigation and decision may have a significant impact on the complainant's well-being.</p>	<ul style="list-style-type: none"> - Good customer service; - Resolving complaints in a fair and reasonable manner.

Nature of Contacts

- Senior managers, staff, Members, external bodies and partners and regulatory bodies (such as the Ombudsmen), to build effective relationships, represent the service, and to provide expert advice and guidance on sensitive and complex issues;
- Direct contact with members of the public, including dealing with challenging situations.
- Develop sensitivity, persuasiveness, negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances;
- Deal with people at all levels confidently, in confidence, sensitively and diplomatically.

Procedural Context:

- Works within the guidelines of the relevant corporate complaints procedure and other procedures relevant to the role;
- Acts within guidelines and standard procedures with discretion to organise work to meet service delivery requirements;
- Works within laid down procedures; but needs to deal with day-to-day problems without always referring to others;
- Exercises professional judgement in assessing risk to clients or others and quality assurance of service;
- Manages complex / high risk issues within a framework of policy and procedures;
- Is creative and innovative in problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy;
- Thinks and acts strategically in decision making in a complex professional and political environment.

Key Facts and Figures:

None

Resourcing:

- To deputise for the Complaints Manager as required;
- To take on extra responsibilities during periods of absence by other members of the team and as and when directed by line manager.
- The post has no direct staff supervisory responsibilities;
- The post has no responsibility for budgets.

Competency Level:

- Principal Officer/Manager

Knowledge, Skills and Experience

(The following three areas represent a summary of the essential elements of the person specification)

- Good knowledge and understanding of legislation, statutory guidance, policies and policy developments relevant to the post holder's area of responsibility;
- Good knowledge and understanding of confidentiality and Data Protection principles;
- Excellent investigative skills and ability to research various issues across a range of different subjects in relation to complaint investigations;
- Excellent written and verbal communication skills with a wide range of audiences;
- Ability to deal sensitively with complex and contentious matters;
- Ability to respond positively to change and support the implementation of new ways of working;
- Ability to prioritise, manage a high workload and meet deadlines;
- Experience of undertaking high quality complaint investigations within a local authority, other public sector organisations, regulatory body or similar;
- Experience of liaising with and responding to the requirements of a regulatory body, for example, the Local Government & Social Care Ombudsman, the Housing Ombudsman Service, Ofsted, the Care Quality Commission and similar;
- Experience of using information and feedback to help make improvements in service delivery;
- Experience of writing high quality reports;
- Experience of supporting the delivery of key programmes and projects
- Experience of recording and reporting complex information, using various information technologies.

Indicative Qualifications

- Educated to degree standard or equivalent
- Excellent standard of written and verbal English

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.