



Role Title	Housing Landlord Complaints Investigator
Job Family	Place Directorate
Competency Level	Principal Officer/Manager
Pay Scale	PO6
Purpose	
<p>To provide a comprehensive, positive and effective complaint handling and resolution service for residents in relation to Stage 2 Housing Management and Assets complaints in line with agreed procedures, standards and timescales, providing a high quality and detailed response to the complainant focused on resolving their issues.</p> <p>To lead relationship management and liaison with the Housing Ombudsman Service. Providing insight to the senior management team and service leads to help drive continuous improvement.</p>	
Generic Accountabilities	End Results/Outcomes
<p>Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>
<p>Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.</p>	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>



<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</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>End Results/Outcomes</p>
<p>To investigate and respond to Stage 2 Housing Management and Assets complaints and resolve them within the required timescale.</p>	<p>Complaints are resolved within timescales.</p> <p>Stage 2 complaints are managed in accordance with policies, procedures and the Housing Ombudsman's Complaint Handling Code.</p>
<p>To liaise with complainants to define the subject and scope of complaints and expected</p>	<p>Residents feel listened to and their issues are understood and addressed.</p>



resolution.	Decisions take into consideration residents' wishes.
To carry out all investigations empathetically with an open mind and ensure that all issues raised by the complainant are addressed clearly and fully in the response, with reference to any relevant policies, legislation and good practice where appropriate.	<p>Compliance with the Housing Ombudsman's Complaint Handling Code.</p> <p>Resident is clear on the outcome of their complaint and all raised issues are fully addressed.</p> <p>Cases resolved at the earliest opportunity, avoiding unnecessary escalation to the Housing Ombudsman.</p>
To hold contractors and colleagues to account to ensure that Housing Management and Assets complaints are responded to and resolved in a timely way and with the resident's needs fully addressed.	<p>Good quality evidence is obtained from contractors and colleagues to include in complaint responses, within the required timescales.</p> <p>SLA requirements are monitored and complied with.</p> <p>Actions committed to within our responses to complaints are completed.</p>
To keep the complainant updated on progress with their complaint, clearly communicating the timescale for response and agreeing any extensions to timescales, in accordance with the Housing Ombudsman's Complaint Handling Code.	<p>Residents are kept fully informed about timescales and progress.</p> <p>Compliance with the Housing Ombudsman Complaint Handling Code.</p>
To assess and apply appropriate remedies, including compensation awards, applying the Council's policies and guidance, giving consideration to information published on remedies by the Housing Ombudsman.	<p>Where possible, resident is put back in the position they would have been in had any service failure not occurred.</p> <p>Each individual case is considered on its own merits and discretion applied as appropriate.</p> <p>Cases resolved at the earliest opportunity, avoiding unnecessary escalation to the Housing Ombudsman.</p>
To ensure that appropriate assistance is provided to customers who are vulnerable and who may have specific needs.	<p>Vulnerable residents are appropriately supported.</p> <p>Any required reasonable adjustments are made when delivering the service.</p>
To lead relationship management and liaison with the Housing Ombudsman, fostering collaborative relationships, responding to information requests and orders within the required timescales.	<p>Compliance with the Housing Ombudsman's Complaint Handling Code.</p> <p>Resolutions are effectively implemented.</p>
Lead the development of the annual self-assessment against	Compliance with the Housing Ombudsman's Complaint Handling Code.



the Housing Ombudsman's Complaint Handling Code and Annual Complaint Handling and Service Improvement Report.	Residents and stakeholders have a clear understanding of our complaint handling performance.
Organise and maintain records and documents using the appropriate council process / system and the Housing Ombudsman's portal.	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Compliance with the Housing Ombudsman's Complaint Handling Code.</p>
Database maintenance – access and update relevant databases and generate reports for management information.	<p>Reports are accurate, complete and meaningful.</p> <p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>
To report on any areas of significant or persistent service failure identified through complaint investigations and analysis, recommending actions to deliver improvement, and monitor progress.	<p>Learning from complaints is embedded into service improvement projects and initiatives.</p> <p>Improved services for residents.</p>
To undertake any other duties of a similar level and responsibility as may be required from time to time.	

Nature of Contacts

Frequent contact with Heads of Service, Directors and senior representatives from external organisations, providing expert advice, guidance and support on complex issues.

Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues.

High levels of tact, sensitivity and diplomacy is required. Will involve regular direct contact with residents, including dealing with challenging situations.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Accountable for the performance of the service area against agreed objectives.

Manage complex issues within a framework of policy and procedures. Creative and innovative 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. Think and act strategically in decision making in a complex professional and



political environment.

Lead in partnership development, working with the Housing Ombudsman to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

The Council's housing stock is over 10,000 homes.

Resourcing

Budget Responsibilities: Authority to award compensation up to a maximum of £10,000 per case.

Supervisory Responsibilities: None

Reports to: Housing Complaints and Service Improvement Manager

Knowledge, Skills and Experience

- Excellent investigative skills and ability to research various issues across a range of different subjects in relation to complaint investigations.
- 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 or similar.
- Ability to use housing, legal and regulatory knowledge to resolve issues.
- Exceptional communication and interpersonal skills to build rapport with residents, regulators and internal stakeholders.
- Excellent written communication skills with ability to write formal complaint responses about complex issues in plain English.
- Experience of influencing, persuading and negotiating to achieve positive outcomes.
- Strong stakeholder engagement and collaboration skills with the ability to influence others to ensure that service standards are met or exceeded.
- Ability to deal sensitively with complex and contentious matters.
- Excellent time management skills to manage a complex caseload, prioritise, set deadlines and cope with conflicting and changing demands.
- Ability to work both autonomously and collaboratively with a wide range of stakeholders.
- Ability to make evidence based decisions in a fast paced environment.



- The ability to work as a part of a team and to demonstrate why this is important.
- Excellent analytical and report writing skills, with the ability to produce concise, accurate and informative written material for a variety of audiences.
- Experienced in the use of Microsoft Office applications and case management systems.
- Experience of working in social housing and a good understanding of the responsibilities of social housing landlords.
- Familiarity with the Housing Ombudsman Complaint Handling Code (essential).
- Experience of working in a local authority with an understanding of a local authority's responsibility to elected members (desirable).

Indicative qualifications

Educated to degree level or equivalent standard

Evidence of continuous professional development

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 that 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.