

Role Title	Housing Complaints & Enquiries Officer
Job Family	Place Directorate
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO1
<p>Purpose</p> <p>To provide a comprehensive, positive and effective complaint handling and resolution service for residents in relation to Stage 1 Housing Management and Assets complaints.</p> <p>To work closely with our contractors to investigate and resolve issues and provide satisfactory outcomes for our residents.</p> <p>To deliver a high quality, consistent approach to responding to Members Enquiries, Freedom of Information and Subject Access Requests.</p>	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	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.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	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.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	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.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	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 center of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	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.	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.	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.	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.	Work is carried out in a way that is safe and without risks to health.
Job Specific Accountabilities:	End Results/ Outcomes
To investigate and respond to Stage 1 Housing Management and Assets complaints and resolve them within the required	Complaints are resolved within timescales. Stage 1 complaints are managed in accordance with

timescale.	policies, procedures and the Housing Ombudsman's Complaint Handling Code.
To liaise with complainants to define the subject and scope of complaints and expected resolution.	Residents feel listened to. Decisions take into consideration residents' wishes.
To carry out all investigations with an open mind and ensure that all issues raised by the complainant are addressed with reference to any relevant policies, legislation and good practice where appropriate.	Compliance with the Housing Ombudsman's Complaint Handling Code. Resident is clear on the outcome of their complaint and all raised issues are fully addressed. Cases resolved at the earliest opportunity, avoiding unnecessary escalation to Stage 2 or the Housing Ombudsman.
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.	Good quality evidence is obtained from contractors to include in complaint responses, within the required timescales. SLA requirements are monitored and complied with. Actions committed to within our responses to complaints are completed.
To keep the complainant updated on progress with their complaint, clearly communicating, the timescale for response and agree any extensions to timescales, in accordance with the Housing Ombudsman's Complaint Handling Code.	Residents are kept fully informed about timescales and progress. Compliance with the Housing Ombudsman Complaint Handling Code.
To coordinate responses to Councillor and MP Enquiries, Subject Access and Freedom of Information requests concerning Housing Management and Assets.	Meet procedure requirements on responding to Councillor and MP Enquiries – helping to ensure resident concerns are resolved at the earliest stage possible. Members receive a high-quality service and are able to accurately update their constituents within agreed timescales. Meet ICO Guidelines on FOI and SAR Requests.
To ensure that appropriate assistance is provided to customers who are vulnerable and who may have specific needs.	Vulnerable residents are appropriately supported. Any required reasonable adjustments are made when delivering the service.
Organise and maintain records and documents using the	Received documents, correspondence etc. are recorded, distributed and processed correctly.

appropriate council process / system.	<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 undertake any other duties of a similar level and responsibility as may be required from time to time.	

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding
May involve direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

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-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Reports to: Housing Complaints & Enquiries Team Leader

Knowledge, Skills and Experience

- Demonstrable experience of customer complaint handling in a similar environment. (Desirable).
- Experience of holding unscripted telephone conversations to gather the required information.
- Ability to build relationships, influence and engage successfully with residents, colleagues and partners.
- Ability to work both autonomously and collaboratively with a wide range of stakeholders.
- Demonstrable negotiation and persuasion skills in a wide range of settings – with internal colleagues, residents, and wider stakeholders.
- Excellent time management skills to manage a complex caseload, prioritise, set deadlines and cope with conflicting and changing demands.
- Ability to use housing, legal and regulatory knowledge to resolve issues.
- Experience of information gathering and with analysis skills to understand whether policy and process has been followed correctly.
- An understanding of the responsibilities of social housing landlords (desirable).
- Excellent written communication skills with ability to write formal complaint responses about complex issues in plain English.
- The ability to work as a part of a team and to demonstrate why this is important.
- Experienced in the use of Microsoft Office applications and case management systems.

Indicative Qualifications

A level qualifications, or equivalent or vocational qualification in relevant subject or area, or qualified by experience.

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 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.