



JOB DESCRIPTION

POST: Complaints & Feedback Officer

DEPARTMENT: Customer Experience

REPORTING TO: Head of customer experience

RESPONSIBLE FOR: No direct responsibility

GRADE: 5

MAIN JOB PURPOSE:

- To ensure that all complaints are dealt with in accordance with the Joint Compliments, Comments and Complaints Policy.
- To improve the customer experience through embedding a complaints culture which encourages and supports complaints being resolved at the earliest possible opportunity.
- To coordinate the receipt and processing of stage 1 complaints, independently investigate and respond to stage 2 complaints, coordinate and respond to enquiries from the Ombudsman services, and provide evidence to support designation of unreasonably persistent complainants. .
- To ensure that our feedback deadlines are adhered to and ensure that non-compliance is escalated at the earliest opportunity.
- To encourage the recording of compliments and comments to help capture best practice and disseminate this across the organisation.
- To ensure all customer feedback is captured, and lessons learnt are acted upon and management information is proactively used to improve our services. To transparently share complaints information including producing an annual report for our residents and scrutiny committee.

DUTIES AND RESPONSIBILITIES:

- Regularly review the Joint Compliments, Comments and Complaints policy (the Policy) and ensure it is up to date, fit for purpose and aligned to the Housing Ombudsman Code, Local Government Ombudsman code, best practice across the sector and other complimentary strategies.
- Use data and insights to support decision making and create a resident focused complaints culture across the organisation
- Review best practice and insight reports from the Housing Ombudsman and Local Government Ombudsman to ensure best practice is shared across the organisation.
- Create and lead the development of complaints working groups to support officers across the organisation in implementing resident focused change as a result of feedback.
- Provide advice and guidance to Councillors in relation to the complaints process and in particular their role as a designated person.

- To be responsible for monitoring the implementation of policy changes that arise from the analysis of complaints.
- Maintain information on the complaints page on the Intranet and on the Councils joint website.
- Provide support and regular training to the customer services team to aid in delivering high quality feedback support to our residents.
- Actively provide project management support for the delivery and development of the new complaints management system, to ensure it delivers on time, to budget and within scope and parameters.
- Help to maintain the case management system and flag any system changes that may be required to improve service delivery
- Provide regular and robust reporting for all types of feedback across the organisation to help deliver resident focused improvements, working closely with the process improvement and continuous improvement team to help deliver improvement projects.
- Liaise with the Freedom of Information team, providing advice when requests relate to previously investigated complaints.
- Support with the development of the Councillor enquiries system and ensuring that all feedback from residents is used to drive positive service improvements.
- Stage 1 complaints
- Coordinate the stage 1 complaint process ensuring responses meet the SLA timescales set out in the Joint Compliments, Comments and Complaints policy.
- Ensure lessons learnt from the stage 1 process are captured and implemented.
- Meet with department management teams to review complaints management data including lessons learnt and to develop plans to improve the handling of complaints.
- Undertake regular customer surveys of complainants, identify and instigate improvements in complaint handling including training and development.
- Provide training, support and templates to complaint responders to ensure they are aware of the principles of how to conduct resident focused complaint investigations.
- Stage 2 complaints
- Coordinate and independently investigate stage 2 complaints, ensuring SLA targets are met, requesting support from other officers at peak times.
- Ensure identified lessons learnt are implemented.
- Ombudsman complaints
- As the nominated Link Officer for the LGO and the HO, coordinate Ombudsman requests and ensure all responses are complete and submitted to the investigators within the supplied time frames.
- Review LGO and HO reports, report upon findings and publish both quarterly and annual reports on the Councils website.
- Ensure lessons learnt are captured and acted upon.
- Unreasonable and persistent complainers
- Manage the process by which regular contacts are identified and provide the evidence to support a decision as to whether a persistent or vexatious complainer designation should be applied.

- Present findings to the Senior leadership team (SLT) to ensure decisions are made regarding designation of residents.
- Provide training to complaint responders and councillors on how to identify and deal with unreasonable and persistent complainers.
- Put in place a process to ensure designated complainants are reviewed in accordance with the Joint Compliments, Comments and Complaints policy.
- Any other duties of a similar nature that may be required.

7 Key Relationships:

This post will be required to work corporately and collaboratively with all complaint responders across all service areas in order to achieve the specific deliverables. The post holder will work with members of SLT and extended leadership team (ELT) to achieve the deliverables, in particular the Head of Customer Experience and the Director for corporate resources

As noted in 6.18, the postholder will be the nominated Link officer for the Local Government and Social Care Ombudsman and the Housing Ombudsman.

The post holder will provide data to Councillors on identified trends across service areas or in wards.

The post holder will provide evidence to the Joint Overview and Scrutiny committee on an annual basis regarding performance across the Councils regarding resident feedback..

The post holder will liaise with officers in other Councils that manage and investigate complaints to ensure that best practice is shared.

Additional information

- a) Does this job require a DBS check? **No**
- b) Will be required to travel between offices.
- c) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<p>REQUIREMENTS The postholder must be able to demonstrate:</p>	<p>MEASURED BY: A Application form I Interview T/P Test/Presentation</p>
<p>EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i></p>	
<p>Good standard of education to at least GCSE level and at least 3 years' experience in complaints handling or dispute resolution.</p> <p>Evidence of continued professional development or qualifications in customer services /complaints handling.</p>	<p>A/I/T</p>
<p>KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i></p>	
<p>Can demonstrate influencing, negotiating and persuasive skills in order to encourage others to adopt a particular course of action.</p> <p>Able to analyse and interpret varied situations, services and problems and provide answers / solutions.</p> <p>Able to ask questions, seek clarification and exchange information using tact and diplomacy with different people and groups.</p> <p>Responds independently to unanticipated problems and Situations.</p> <p>Ability to work under own initiative, only seeks advice on serious Problems.</p> <p>Ability to respond to complainants in a sensitive and understanding manner that demonstrates empathy.</p> <p>Experience of working in a local government or similar context.</p> <p>Excellent customer services skills and the ability to communicate at a high level both verbally and in writing.</p> <p>Previous experience in dealing with complaints escalated to regulatory body or Ombudsman Service.</p> <p>Proven ability in proactively solving complex problems.</p>	<p>A/I/T</p>

Ability to relate to people at all levels, and to deal with senior management and a range of external stakeholders with confidence and political awareness.

A high level of accuracy and attention to detail.

Ability to review and analyse performance information and report to different audiences at different levels.

Experience of working as part of cross functional teams to deliver resident focused outcomes.

Excellent analytical skills to ensure high quality, understandable and timely reports to different audiences (both internal and external)

Responsible for keeping up to date with changes to procedures and processes on a regular basis.

Able to fully utilise Microsoft Office products.

Ability to manage own workload and to meet deadlines, dealing with changing priorities whilst still delivering a high level of service to all customers.

Experience of providing effective and efficient customer service and able to encompass best practice from peers into new ways of working

Experience of handling escalated complaints

An aptitude for challenging and questioning to provide lucid well-informed advice and recommendations.

A/IT

SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<p>Portrays excellent communication skills, written, spoken and listening including succinct reporting to all levels and effective presentation skills.</p> <p>Ability to exchange complicated or sensitive information with a range of different people and groups.</p> <p>Initiates, fosters and enhances influential and productive working relationships, taking advantage of networking opportunities.</p> <p>Works co-operatively within a team, across boundaries and at all levels in the organisation.</p> <p>Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or what is familiar to help out in emergencies or provide cover for others.</p> <p>Works proactively and collaboratively in project teams comprising staff from a range of services when representing own specialism.</p> <p>Uses transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities.</p> <p>Calm disposition able to resolve issues in a decisive, fair and confident manner Can demonstrate an adaptable and flexible ethos.</p> <p>Demonstrates a clear customer focus with the ability to evaluate customer needs and ensure the service is directed at them.</p> <p>Can make frequent decisions and exercise initiative without ready access to more experienced colleagues.</p> <p>Excellent information gathering and analysis skills to understand whether policy and process has been followed correctly.</p> <p>Ability to use supporting IT systems and follow process accurately and in real time.</p> <p>Ability to quickly learn new skills and learn about different services including relevant legislation.</p>	<p>A/I/T</p>

BEHAVIOURS	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



Our Values

...we believe in



OUR CUSTOMERS **BEING AMBITIOUS** **TAKING OWNERSHIP** **BEING OPEN and HONEST** **OUR PEOPLE**



We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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