

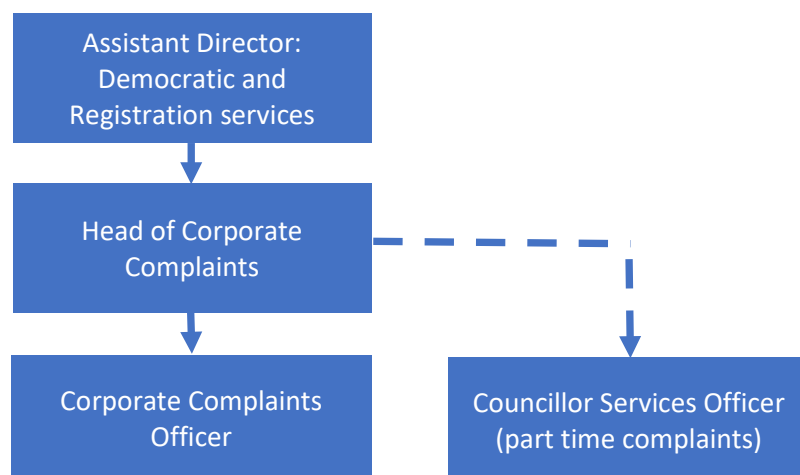
## JOB DESCRIPTION

<b>Job Title:</b>	Corporate Complaints Officer		
<b>Directorate:</b>	Delivery	<b>Salary:</b>	£39,186 - £44,428 plus £689 London Weighting
<b>Section:</b>	Democratic and Registration Services	<b>Grade:</b>	BG-F, SCP 31 - 36
<b>Location:</b>	Time Square	<b>Work Style:</b>	Flexible

### Key Objectives of the role

- Act as the council's Link Officer with the Local Government and Social Care Ombudsman (LGSCO), ensuring a professional, positive relationship that delivers the best for residents and enhances our approach to complaints
- Investigate high level, complex or sensitive complaints as required
- Produce regular complaints data, sharing insights that help us to learn and continuously improve
- Identify and deliver training and communications opportunities to embed quality and confidence in the council's corporate complaints system
- Deputise for the head of corporate complaints

### Designation of post and position within departmental structure



### Daily and monthly responsibilities

- Engage with services across the council to provide timely and proactive responses to LGSCO enquiries, draft decisions and recommendations
- Ensure any agreed LGSCO actions are carried out and that recommendations are thoroughly considered, providing evidence to the LGSCO

- Work with the head of corporate complaints to embed a new approach to corporate complaints in line with the new complaint handling code from the LGSCO
- Develop the council's response to the LGSCO's annual review letter for discussion by the executive
- Monitor and highlight any complaint activity that is likely to appear in the media, working with the head of corporate complaints to develop a response
- Provide guidance and expertise in the handling of complaints across the council
- Carry out complaint investigations where a high level of expertise and/or independence is required. This includes conversations with members of the public to fully understand their complaint.
- Develop and deliver regular complaint reporting that supports service improvements and builds confidence in our complaints handling, providing insights into our complaints performance. Continuously improve complaints data to meet the needs of the council and the requirements of any statutory complaint handling code.
- Establish effective communication channels to share complaints information to support learning
- Regularly review policies, processes and guidance to ensure they remain fit for purpose and promote best practice.
- Identify and deliver effective training and development approaches for complaints.
- Initially, work with the head of corporate complaints to implement an effective complaints management IT system, taking the lead on key aspects as required
- Once established, lead on the complaints management IT system: delivering training, ensuring policies and processes are up to date and using insights and feedback to ensure the continued improvement of the system

## Scope of role

- The post is integral to creating an open, learning culture around complaints by raising the visibility of our data and our confidence in our complaints systems
- The nature of the work is central to the effective management of the council by helping us to make more targeted use of our resources.
- It will impact on managers and members of the public who are dissatisfied with the service they have received from the council.
- The postholder will be required to work with senior officers, partners and the LGSCO and to develop a strong network to identify good practice and innovative approaches
- Good complaints handling will improve outcomes for service users and enhance the council's reputation, and will remove inefficiencies caused by escalation and duplication of work.
- Good complaints handling ensures we meet our responsibilities to respond within prescribed timeframes of statutory processes.
- The postholder will lead on a range of activities and will act independently with little supervision. Exercise of judgement will be expected on a frequent basis. This is in the context of a small team where the ability to develop a wider network is essential.

- The postholder will share expert guidance and advice in respect of children's and adult social care statutory complaint handling by working closely with the complaints manager within the people directorate
- The postholder will call upon the resources of the wider team and will need to delegate and negotiate effectively across the team to achieve this support. They will provide oversight and direction of any project work that is delegated in this way. The post does not have direct line management responsibilities.

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Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>Educated to graduate level or equivalent</p> <p>Significant experience of working in a corporate environment</p> <p>Significant experience of complaint handling or a similar customer-focussed role</p>	<p>Significant experience of complaints handling within a local government environment</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Excellent problem solving and analytical skills.</p> <p>Ability to work accurately with attention to detail at all times.</p> <p>Ability to form effective working relationships with senior officers and partners</p> <p>Excellent verbal and written communication skills, including the ability to present information and advice confidently and effectively to a range of people.</p> <p>Excellent influencing skills, working with colleagues at all levels within the organisation to promote the importance of good complaints handling.</p> <p>Ability to mediate conflict and negotiate successfully with a focus on getting improved outcomes for customers.</p> <p>Excellent resilience, experience in dealing with emotive topics and managing expectations.</p> <p>Ability to analyse and present complaints data to assist service improvements.</p> <p>Ability to deliver training to staff including providing one to one support to staff managing complaints when required.</p>	<p>A thorough understanding of statutory and corporate complaints</p> <p>Experience with a complaints management or case management system</p> <p>Experience of data reporting across an organisation to support improvement</p> <p>Experience of delivering or supporting sustainable change to processes and culture</p> <p>Experience of working in a political environment</p>

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Ability to deal empathetically with members of the public who may be angry or upset with the council due to a complaint raised, while also maintaining the council's position.

Ability to draft guidance and comprehensive complaints reports in accessible language.

Ability to work under pressure and to tight deadlines.

High level of IT literacy.

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**Work-related  
Personal  
Requirements**

Ability to exercise sensitivity and confidentiality in carrying out duties.

Ability to work independently in a small team, developing and making use of a wider network.

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**Other Work  
Requirements**

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions.

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**Role models  
and  
demonstrates  
the  
Council's  
values and  
behaviours**

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

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**All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

