

JOB DESCRIPTION

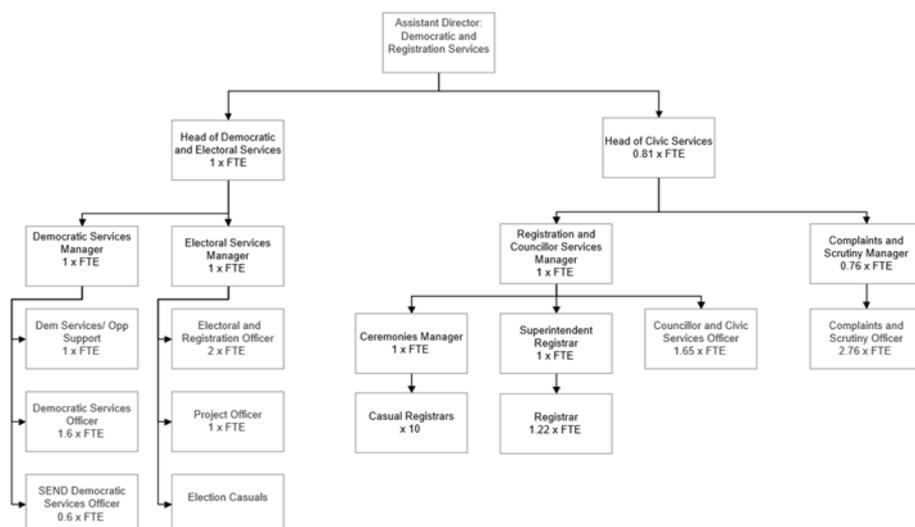
Job Title:	Corporate Complaints and Scrutiny Officer		
Directorate:	Communities	Salary:	£41,771 - £47,181 plus £729 London Weighting
Section:	Democratic and Registration Services	Grade:	BG-F SCP 31 -36
Location:	Time Square	Work Style:	Hybrid

Key Objectives of the role

- Provide operational support for the corporate complaints function, ensuring all complaints are managed fairly, transparently and in line with policy and statutory requirements.
- Support the delivery of the council's overview and scrutiny function, including agenda planning, evidence gathering, task and finish review, and the preparation of reports and recommendations.
- Facilitate learning and improvement across the organisation by analysing trends and insights from complaints and scrutiny work.
- Support public participation and engagement in scrutiny by enabling residents, partners and community representatives to contribute evidence, share views and take part in review activity.
- Ensure clear and accessible public-facing information about complaints and scrutiny processes is published and regularly updated.

Designation of post and position within departmental structure

The Corporate Complaints and Scrutiny Officer reports to the Corporate Complaints and Scrutiny Manager, supporting the delivery of complaints handling and scrutiny functions.



Daily and monthly responsibilities

General Duties

- Provide operational support for corporate complaints and scrutiny functions, ensuring workloads are prioritised effectively and deadlines met.
- Act as a point of contact for residents, councillors and officers regarding complaints and scrutiny matters, handling queries professionally, impartially and sensitively.
- Publish and maintain accurate information, reports and guidance to support transparency and public participation.
- Support digital tools and systems (e.g., case management and Modern.Gov) to improve transparency and resident experience. Suggest process improvements and support changes to templates, guidance and digital platforms.
- Keep up to date with relevant legislation, guidance and best practice for complaints and scrutiny.

Corporate Complaints

- Support accurate logging and monitoring of corporate complaints, ensuring correct categorisation, assignment and compliance with corporate timescales.
- Support the investigation of complex complaints, collating evidence, drafting responses and liaising with officers and residents.
- Assist in preparing responses to complaints escalated to the Local Government and Social Care Ombudsman (LGCSO).
- Produce and maintain accurate data to support reporting and analysis, identifying trends and supporting service improvement.
- Support training and awareness activity to encourage early resolution and embed quality, consistency and a learning culture across services.

Overview and Scrutiny

- Facilitate and support the planning and delivery of meetings of the Overview & Scrutiny Commission and Panels, including agenda management, report publication, attendance at meetings and follow-up of actions.
- Provide officer support for task and finish reviews, including research, evidence collation, data analysis and co-ordinating witness attendance (including residents and community partners).
- Support the recruitment and involvement of co-opted members of scrutiny and encourage constructive public participation and evidence-gathering.
- Contribute to drafting reports and recommendations, including the annual scrutiny report, ensuring information is accurate and clearly presented.

Scope of role

Supports complaints handling for all council services and assists with the overview and scrutiny work programme and associated councillor-led reviews.

Works directly with senior officers, councillors, partner organisations, and members of the public, often on sensitive or emotive issues.

Operates in a deadline-driven environment, where attention to detail, professionalism, and impartiality are essential.

Occasionally required to work outside normal office hours to support scrutiny meetings and urgent complaint responses.

Errors or delays could result in reputational damage, loss of public trust, or missed opportunities for learning and improvement.

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
Skills and qualifications	<p>Educated to A-level standard or equivalent experience.</p> <p>Experience in complaints handling, governance, research, customer service or similar public-facing environment.</p> <p>Experience of dealing with sensitive or complex issues and interacting with members of the public in challenging situations.</p> <p>Experience of producing clear, accessible written communications and reports.</p>	<p>Experience of local government or public sector complaints processes.</p> <p>Experience of supporting committees or overview and scrutiny functions.</p> <p>Evidence of continuous professional development.</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of the importance of effective complaints handling and learning from customer feedback.</p> <p>Basic knowledge of local government scrutiny and governance functions or willingness to develop this quickly.</p> <p>Good research, problem solving and analytical skills, including interpreting and presenting information clearly.</p> <p>Excellent communication skills (verbal and written) with the ability to explain complex information in plain language.</p> <p>Good IT literacy, including Microsoft Office 365 and confidence in using case or committee management systems.</p> <p>Ability to plan and prioritise workloads effectively to meet tight deadlines.</p> <p>Empathy, impartiality and discretion when dealing with sensitive issues.</p>	<p>Knowledge of legislation relevant to complaints handling and governance.</p> <p>Experience of facilitating groups or public engagement activities.</p>
Work-related Personal Requirements	<p>Politically aware and impartial, able to build trust with councillors, officers and the public.</p>	

Self-motivated and professional with high personal integrity.

Committed to continuous learning, inclusion and collaborative working.

Resilient and adaptable under pressure, able to maintain focus and accuracy in challenging situations.

Willingness to work flexibly, including evening meetings and occasional weekends, to meet service demands.

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 for an extended period of time.

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.

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

