

Job Title: Complaints Officer

Job Grade: Level 3, Zone 2

Salary Range: £36,984 - £42,526

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy, we're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The role will deal with citizens directly who are not satisfied with the services they have received from the council to create a better future for all and improve services provided by the council to its residents.

About the role

This is an active role in the Central Complaints Teams (Information and Records Management) that provides a citizen-focused and efficient complaints handling service that meets the requirements of all related legislation and guidance under statutory and non-statutory complaints policies and procedures. This involves working closely with the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO).

The role will be involved in education, training and awareness to everyone in the council on the requirements on complaints and formal enquiries handling and relevant legislation and best practice to facilitate and embed learning from all areas of formal enquiries handling that promotes continuous improvement across the council and learning from complaints.

About you

- You keep up to date with legislative changes, specialist/technical advice and guidance, appropriately challenge, research and suggest options which promote best practice and learning, leading in one and having knowledge of one or more of the specialist complaint areas – corporate (including housing, planning, environmental, etc.), children's and adults' social care services

- You comply with the relevant legislation and the requirements as laid down by the LGSCO and HO and interpret policy and legislation to arrive at the correct outcome
- You promote, facilitate and support effective complaints handling across the council and with partners that is citizen-focussed, simple, open and transparent
- You are able to resolve issues and recommend solutions to ensure effective resolutions of complaints that promotes shared learning and directly leads to service improvements
- You actively participate in service improvement projects
- You act as an objective investigator at the relevant stage as per the council's policies and the Ombudsman's recommendations
- You work with senior managers to ensure they fulfil their role of adjudicating officer following a complaint investigation including preparing draft adjudications under statutory procedures for senior management final approval
- You assess, investigate and respond to Stage 2 non-statutory complaints, identifying key issues and making confident decisions based on policy, and legislation
- You provide education, training and awareness to all members of staff on effective complaints handling alongside the relevant legislation in order to ensure that relevant business functions are made aware of their responsibilities and how to comply
- You promote best practice in the specialist complaints area across the council and proactively work to identify and promote better service delivery, performance and efficiencies
- You work with a case management system that delivers statistical and performance data relating to complaints and formal enquiries, showing trends to ensure performance measures & standards (statutory and non-statutory) are met.

Work Environment

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are a combination of office-based and home working, as required by the service and the effective delivery of services within that framework.

People Management Responsibilities:

This role has no formal line management responsibilities. However, there is a requirement for informal coaching, mentoring, supervising and inducting of staff at the same or lower job level in the service area as part of working as one team and sharing expertise and knowledge.

Technical Knowledge and Experience:

- Knowledge of UK statutory and non-statutory procedures for handling complaints legislation
- Knowledge LGSCO and Housing Ombudsman good practice
- Knowledge of the Data Protection Act 2018, General Data Protection Regulation UK and all subordinate legislation.
- Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy and ability to explain complicated and technical things in plain, simple English.
- Ability to train and advice other people across the organisation either individually or in groups across various media (face to face, webinars etc.)
- Ability to work on own initiative and with minimal supervision and able to make accurate, considered judgements and decisions.
- Ability to deal sensitively and discretely with confidential matters with an appreciation of confidentiality requirements and data protection principles within the workplace
- Experience of investigating and responding to UK statutory and non-statutory complaints
- Research and analytical skills and good attention to detail
- Willingness to gain experience and expertise in other specialist areas

Relationships;

You will work with a wide variety of teams across the council and partner organisations.

You will report into the Complaints Team Leader, IRM, Business Support Services, Level 4 Zone 2

You will be required to liaise with various teams and services across the organisation, resolving issues and providing advice as required. Key contacts will be:

- Senior leadership teams across all directorates
- Portfolio Holders and Elected Members
- Officers of Camden Council
- Officers in other local authorities, London-wide bodies and central government departments e.g. LGOSCO & HO.
- Citizens from within and outside the borough
- External organisations who are contracted to provide records management functions and tools to the council.

These relationships will involve the resolution of contentious matters that will require persuasion and negotiation with colleagues. The outcomes of these discussions may have implications for the organisation, in particular, in the provision of excellent customer service and the achievement of business objectives with a focus on learning and service improvement and promotion of good practice.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like

us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,