

Job Profile

Job Title: Team Leader - Complaints

Job Grade: Level 4, Zone 2

Salary Range: £47,394 - £54,222

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. We are committed to connecting to our communities and listening and responding to make change to what we hear. Complaints and other formal enquiries provide a regular and rich source of feedback from our citizens that inform us when things have gone wrong. Learning from these gives us the opportunity to improve services to support our citizens. The Team Leader – Complaints plays a key role in how we deliver the right outcomes to our citizens and in continually improving our services to deliver our ambitions.

About the role

This is an active leadership role in the Information Governance service to develop and lead a citizen-focused and efficient complaints handling procedure that meets the requirements of all related legislation, guidance and policy requirements of the Local Authority under statutory and non-statutory complaints policies and procedures. The role leads a team that handles all complaints received in the Council ensuring they are responded to by the correct service and within required timescales. The role also provides education, training and awareness to everyone in the council on the requirements of complaints handling, relevant legislation and best practice to facilitate and embed learning from complaints that promotes continuous improvement.

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

About you

- You keep up to date with legislative changes in relation to complaints and formal enquiries including keeping up to date with developments and best practice in all areas of information governance and you are able to put these into practice
- You advise and assist with the management of complaints and formal enquiries, including liaising with the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO) on behalf of Camden.
- You ensure compliance with the relevant legislation and the requirements as laid down by the LGSCO and HO and you are able to address non-compliance effectively.
- 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. You can provide training and guidance on such systems and how they can be developed to make service improvements.

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 lead and manage a team and the effective delivery of services within that framework.

The main office is located at 5 Pancras Square, London N1C 4AG

People Management Responsibilities:

- You will manage the day to day work of staff (9 to 12+) in the Central Complaints Team to ensure a flexible and professional service that enables the organisation to meet the needs of citizens and our legal requirements in regards to complaints.
- You will be responsible for all training, learning, team development and personal development of team members ensuring the maintenance of high quality standards.
- You will manage, both informally and formally, the investigation and resolution of service and staff issues in line with the agreed policies and procedures and make recommendations for continuous learning and improvement, development and professionalism of staff and the services they deliver.
- To cover as required other specialist areas within the Information Governance Service as part of the management Team.

Technical Knowledge and Experience:

- Experience of statutory complaints policies and procedures related to the public sector and Local Authorities Acts and responsibilities.
- Experience of relevant technical and professional guidance and good practice in complaints handling and formal enquiries management.
- Experience in UK data protection legislation, including the DPA 2018 & GDPR.
- People management skills and performance management skills with the ability to lead a team to ensure delivery of a consistently high level of performance, quality and customer care.
- Expert user of systems and information systems, with the ability to collate, manipulate, analyse and present complicated data in plain and simple language.
- Excellent organisational skills and ability to manage a team with a complex and varied workload with a flexible and innovative approach to work.
- 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.
- Experience of providing training and advising 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

Qualifications

- A recognised professional qualification in one or more specialist areas within Information Governance (or equivalent demonstrable experience).

Relationships:

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

You will report into the Service Manager, Business Support Services, Level 5 Zone 1

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 our corporate services, and we'll redefine what a career can be.

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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 the Town Hall, Judd Street, London, WC1H 9JE.