

# Complaints Case Co-ordinator

**Salary Range: £34,580 - £36,917**

**Grade: Level 2, Zone 2**

**Location: 5 Pancras Square, London N1C 4AG**

**Reports to: Complaints Team Leader**



# About the role

This is an active role in the Central Complaints Team that is responsible for the effective day to day co-ordination and processing of complaints and Member of Parliament (MP) Enquiries in a flexible but timely manner whilst supporting and developing consistent data recording, record management and information gathering in relation to complaints.

## The things you'll achieve

*The outcomes you will achieve in this role are:*

- supporting complaint handling across the Council that is citizen-focussed, simple, open and transparent
- supporting officers to manage the flow of complaints coming into the Council making full use of relevant IT case management systems
- maintaining confidentiality and observing data protection guidelines in line with GDPR
- liaising with all service areas in the Council and external partners to ensure that enquiries are responded to in a timely manner
- providing advice, guidance and support to services on responding to enquiries within a framework of policies and procedures
- contributing to the monitoring of performance & compliance using a case management system and workflow that delivers statistical and performance data relating to complaints
- working collaboratively with officers in the Directorates and making recommendations for improvements in local systems and procedures to contribute to the effectiveness of complaints handling

# About you

## Experience in

- working in a fast paced, citizen-focused environment.
- dealing diplomatically and confidentially with a wide range of stakeholders internally and externally
- identifying improvements to processes and systems and sharing the recommendations with others
- applying good practice in relation to handling complaints and member enquiries
- working flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others

## You have

- the ability to work with minimum supervision, using problem-solving skills and initiative with strong organisational skills and good attention to detail.
- excellent knowledge and application of IT systems and software packages.
- excellent levels of literacy and numeracy with good analytical and research skills.
- excellent interpersonal and communication skills (written and oral) and ability to explain complicated and technical things in plain, simple English
- the ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- knowledge of the Data Protection Act 2018, General Data Protection Regulation and related legislation

# Other important information...

## People management

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 that provides you with opportunities to learn about managing people.

## Work environment

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are hybrid working. You will work from our main offices, 5PS, in Kings Cross and be expected to work at least one day a week in the office.

## Who you will be working with

You will be joining a wonderful professional team of case co-ordinators and complaints officers headed up by to the Complaints Team Leader. You will be liaising with various teams and services across the organisation, including Senior leadership teams, councillors and citizens.

## The application process

Your application will be assessed and if you are shortlisted you will be invited for an interview via MS Teams with a Panel of no more than three officers to give you the opportunity to tell us more about your experience and skills and for you to find out more about us and the role.

# Who we are

## 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.

## Asking for Adjustments

Camden is committed to making our recruitment practices 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](mailto:resourcing@camden.gov.uk)

