

Complaints Officer (Ombudsman)

Salary Range: £40,911 - £46,453

Grade: Level 3, 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 Teams (Business Support Service) 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 role is specifically working closely with the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO) handling their enquiries and cases that come into the Council.

The things you'll achieve

The outcomes you will achieve in this role are:

- keeping up to date with legislative changes, specialist/technical advice and guidance, appropriately challenge, research and suggest options which promote best practice and learning, having knowledge of one or more of the specialist complaint areas – corporate (including housing, planning, environmental, etc.), children's and adults' social care services.
- Ensuring that Council services comply with the relevant legislation and the requirements as laid down by the LGSCO and HO in complaint handling processes
- Promoting, facilitating and supporting effective complaints handling across the council and with partners that is citizen-focussed, simple, open and transparent
- Resolving issues and recommending solutions to ensure effective resolutions of complaints that promotes shared learning and directly leads to service improvements
- promoting best practice in the specialist complaints area across the council and proactively working to identify and promote better service delivery, performance and efficiencies
- working 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.

About you

Experience in

- investigating and responding to UK statutory and non-statutory complaints
- 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

- Knowledge of UK statutory and non-statutory procedures for handling complaints legislation
- Knowledge of 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 including literacy, tact and diplomacy and ability to explain complicated and technical things in plain, simple English.
- Ability to work on own initiative and with minimal supervision and able to make accurate, considered judgements and decisions.
- Research and analytical skills and good attention to detail

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 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

