

Job Profile:
Complaints Officer

[Level 3 Zone 2]

Information and Records Management, Business Support Services

[It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment].

Role Purpose:

To play an active role within the Information and Records Management Team, ensuring the council meets its obligations in handling statutory and non-statutory complaints and other formal enquiries under its policies and procedures including enquiries from the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO).

Example outcomes or objectives that this role will deliver:

- provide 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
- 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
- promote, facilitate and support effective complaints handling across the council and with partners that is citizen-focussed, simple, open and transparent
- resolve issues and recommend solutions to ensure effective resolutions of complaints that promotes shared learning and directly leads to service improvements
- participate in service improvement projects
- act as an objective investigator at the relevant stage as per the council's policies and the Ombudsman's recommendations
- 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
- assess, investigate and respond to Stage 2 non-statutory complaints, identifying key issues and making confident decisions based on policy, and legislation

- 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
- provide a proactive approach to policy implementation and keep up to date with legislative changes, ensuring that the necessary changes are implemented and that the information is shared
- Promote best practice in the specialist complaints area across the council and proactively work to identify and promote better service delivery, performance and efficiencies
- produce accurate reports from the complaints management database

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.

Relationships;

The post holder will oversee individual and collective learning and application of knowledge of technical and administrative processes to support the work of a wide variety of teams across the council and partner organisations.

This post will report into the Information and Records Management Team Leader, Level 4 Zone 2.

The post holder 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 in Camden Council
- Officers in other local authorities, London-wide bodies and central government departments e.g. LGSCO, Housing Ombudsman, Information Commissioner
- Citizens from within and outside the borough

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 the provision, in particular, of excellent customer service and the achievement of business objectives with a focus on learning and service improvement.

Work Environment:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service.

Technical Knowledge and Experience:

- Knowledge of UK statutory and non-statutory procedures for handling complaints legislation
- Knowledge LGSCO and Housing Ombudsman good practise
- Knowledge of the Data Protection Act 2018, General Data Protection Regulation 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

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

Structure Chart

