

Lancaster City Council - Job Description & Person Specification

| | | | | | |
|----------------------|--------------------------------|-------------------|--------|--------------------|---|
| Job Title: | Complaints Performance Officer | Grade: | GGS8 | Job Code: | LCC812 |
| Service/Team: | Customer Services | Role Type: | HYBRID | Reports to: | Customer Services Manager / Assistant Manager |
| Line Manages: | N.A | | | | |

Job Overview

Overview

- To support all teams across the Council to ensure that they are adhering to the Council's Complaints policy and are acknowledging and responding to complaints in line with the policy.
- To develop and deliver regular training to staff who respond to complaints; to ensure a consistent approach across the council.
- To carry out regular spot checks on our complaint responses and to provide individual feedback to council officers as well as providing higher level data to senior management.

Direct Responsibilities

Main Responsibility within the job

- Attend regular meetings to feedback on the number of complaints we have received, the results of the quality assurance checking and to report on trends.
- To produce regular Good Practice guides (top tips) to support all Complaint Officers.
- To update the Council's webpage and intranet pages on complaints.
- To produce complaints training guides, and online refresher courses.
- Support the digital transformation officer to produce Power BI dashboards for complaint reporting.
- Produce the annual complaints report and self-assessment.
- To support management to embed a performance culture of continuous improvement in relation to complaints.
- To advise, support and coordinate continuous improvement.
- To be able to act as systems administrator and deliver training where required.
- To support the Management Team and services to ensure that outcomes are achieved, and issues are highlighted and resolved in relation to complaints.
- To develop a survey for feedback around how the Council handles complaints.
- To carry out any other duties that are relevant to the grade as directed by the Customer Services Manager.

Lancaster City Council - Job Description & Person Specification

| |
|--|
| |
| Primary Measurable Objectives |
| <ul style="list-style-type: none">• To drive through improvements in the % of complaints that are acknowledged and responded to within the time frames set out in the Council's complaints policy. This will be measured through quarterly performance reports.• To see an increase in satisfaction in how complaints are handled through the results of our surveys and other feedback (eg: Tenant Satisfaction Measures)• Through regular quality assurance checking, feedback and training to drive increased standards in our responses. This will be measured through quarterly performance reports and shared with all Chief Officers. |
| Staff Management Responsibilities |
| <ul style="list-style-type: none">• none |

Lancaster City Council - Job Description & Person Specification

| Person Specification | | | |
|--|---|--|---|
| Knowledge & Educational Requirements | Essential Criteria | Desirable Criteria | Assessed by: App Form, Interview, Certificate, Test, Other... |
| Specialised Qualifications & Training | <p>Knowledge of Microsoft products.</p> <p>Ability to produce reports to a high standard for senior management and cabinet.</p> | Experience of local government complaints handling | App Form, Interview, Certificate |
| Experience | <p>Experience in handling complaints from start to resolution</p> <p>Be able to demonstrate your ability to train others and to drive through business improvement.</p> | Have worked in a busy customer facing role. | App Form, Interview |
| Job Related Skills, Knowledge & Abilities | The ability provide advice to complaints handlers of various levels of seniority to ensure that they are following procedure at every stage of the process | Being able to build and interrogate data using Power Bi. | App Form, Interview |
| Personal Attributes Including Interpersonal & Communication Skills | Excellent interpersonal skills | | App Form, Interview |

Lancaster City Council - Job Description & Person Specification

| | | | |
|-----------------------------------|---|--|---------------------|
| | <p>Being able to present complex information through report writing.</p> <p>Customer focussed when developing processes ensuring our residents are at the heart of everything that we do</p> <p>Cross functional working skills – Able to build and maintain positive relationships and to question / challenge constructively and influence colleagues to ensure customer focussed outcomes.</p> <p>Be an excellent communicator verbally and in writing.</p> <p>Work well on own as well as part of a team.</p> <p>Ability to deal effectively with sensitive and confidential information.</p> <p>Ability to work to internal and statutory deadlines.</p> | | |
| Special Requirements/Other | | | App Form, Interview |

Lancaster City Council - Job Description & Person Specification

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

| | | | | | |
|----------------------------|--|--------------------|--|--------------|--|
| Employee Signature: | | Print name: | | Date: | |
| Manager Signature: | | Print name: | | Date: | |