






## Job Description: Housing Service Improvement Officer (Complaints)

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Housing Service Improvement Officer (Complaints)</b>
<b>Service:</b>	Housing
<b>Team:</b>	Housing Service Improvement
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Service Improvement Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Collaboration</b> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<b>Wellbeing</b> 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<b>Trusted</b> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<b>Value for Money</b> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
<b>Professionalism</b> 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

## PRINCIPAL PURPOSE OF THE ROLE

To manage and take ownership of investigating and responding to housing complaints, Councillor, MP enquiries and legal disrepair claims.

To identify and share learning from customer complaints and to support teams to ensure that action is taken to improve services provided by the Council and its contractors.

To promote excellent complaint handling across the Housing Service in accordance with the Council's corporate complaints handling policy and procedure, and the requirements of the Housing Ombudsman's Complaint Handling Code and Regulator of Social Housing Consumer Standards.

To monitor and report on complaints handling and legal disrepair claims performance within the Housing Service for all stakeholders including managers, tenant groups and government statistical returns. To contribute to the Council quarterly performance report.

To monitor and analyse customer satisfaction across the service, making recommendations for service improvements and developing guidance notes and training for staff to minimise reoccurring complaints. In addition they will manage a programme of internal quality checks to monitor performance against policies and procedures.

To be and keep informed of Housing Ombudsman Service spotlight reports and good practice and work with teams to review and self assess against reports.

The post holder will be responsive, innovative and seek out opportunities to create positive change.

The post holder will be one of two Service Improvement Officers dealing with complaints.

## MAIN DUTIES AND ACCOUNTABILITIES

- To investigate and respond to Level 1 Housing complaints and resolve them at the earliest opportunity and within the required timescale of 10 working days. To carry out all investigations with an open mind and ensure that all issues raised by the complainant are addressed with reference to any relevant policies, legislation and good practice where appropriate.
- To provide administrative support to the Council's Legal Team for housing legal disrepair claims from inception to completion and prepare reports for arbitration or court proceedings, ensuring compliance with all legal requirements.
- To support the Customer Services Team to ensure that all complaints received are recorded on the complaints database, together with all relevant documentation.
- To work proactively with the Senior Management, Head of Housing, Managers and other colleagues within the Housing Service, and with contractors, legal representatives to ensure that prompt action is taken to address any lessons learned from complaints to improve service delivery.
- To develop close working relationships with other Housing colleagues, contractors, legal representatives and the Customer Services Team.

- To promote a positive complaint handling culture across the Housing Service, raising awareness of all relevant policies and providing refresher complaints handling training to teams as and when appropriate.
- To work with colleagues in the Customer Services Team to resolve more complex issues raised by customers and to ensure that where appropriate customers are directed to the Council's complaints procedure.
- To work with colleagues in managing the behaviour of challenging and persistent complainants in accordance with the Council's policy on dealing with unreasonably persistent complainants and unreasonable complainant behaviour.
- To ensure that appropriate assistance is provided to customers who are vulnerable and who may have special needs.
- To develop a thorough working knowledge of the systems used within the Housing Service for document storage, repairs management and other aspects of service delivery.
- To support the Council's Corporate Complaints Officer in the investigation of Level 2 complaints and preparing responses to Ombudsman enquiries.
- To contribute to the completion of the annual self-assessment against the Housing Ombudsman's Complaints Handling Code.
- To undertake any other tasks as directed by Senior Management and the Head of Housing in the Housing Service.

#### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

#### **Health and Safety**

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

### **DIMENSIONS OF THE ROLE**

- Level 1 Housing Complaint requiring investigation and response and housing legal disrepair claims.
- To produce monthly and quarterly performance reports.
- To identify areas for improvement and internal and external good practice.
- The postholder will be required to work across the Housing Service with officers at various levels including directors, heads of service, team leaders, contractors and elected members. The postholder will also be expected to work closely with the Corporate Complaints Officer.

### **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

- The postholder will be expected to explore all options for resolving complaints at the earliest opportunity thereby avoiding an escalation of the issues raised and any prolonged detriment to the customer.
- The postholder will be in a position to provide senior staff with an essential insight into day-to-day operations within the Housing Service, and to provide data on complaints that can be analysed and used to inform key business

decisions that in turn can drive improvement in service provision.

### **PLANNING/ORGANISING/CONTROLLING**

- The postholder will be expected to work with a degree of flexibility and collaboratively across the Housing Service.
- The postholder will be expected to take a methodical and objective approach to the investigation of complaints and to manage their time effectively and efficiently.

### **CUSTOMERS AND CONTACTS**

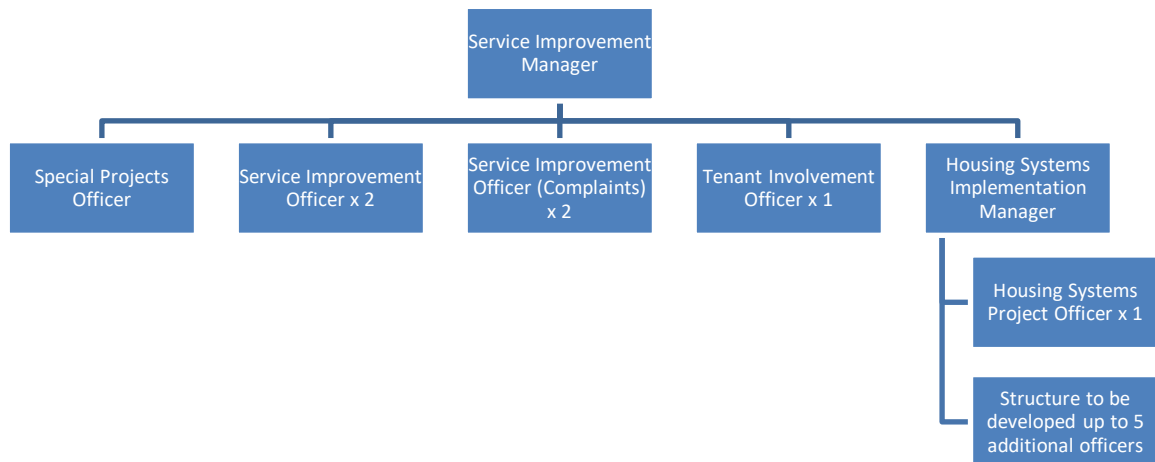
#### **INTERNAL**

- Chief Executive, Senior Management and Heads of Service
- Councilors
- Service Improvement Manager
- Service Improvement Officer (Complaints)
- Corporate Complaints Officer
- Customer Services Team Manager and Team Leaders
- Housing Team Managers and Officers
- Legal Team

#### **EXTERNAL**

- Contractors
- Customers
- Tenants Panel members
- MPs offices
- Key stakeholders including the Police, CAB, utility companies, SCC officers.
- Other district/borough councils
- Local charities

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Educated to GSCE grade C/ 4 or above in Maths and English.	<b>A</b>	Degree or Equivalent Professional qualification.	<b>A</b>
	Working knowledge of Microsoft Office packages (Word, Excel, Outlook).	<b>A/I/E</b>	Local government experience.	<b>A/I</b>
	Experience of providing services and assistance to a diverse customer group of customers, including vulnerable people, using different channels, including email and telephone, in a busy customer-facing environment.	<b>A/I</b>	Experience of working in social housing.	<b>A/I</b>
			Experience of improving services for customers.	<b>A/I</b>
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Substantial experience of delivering services to customers.	<b>A/I/E</b>	Knowledge of legal disrepair claims procedures.	<b>A/I</b>
	Experience of driving business and performance improvement.	<b>A/I/E</b>		
	Experience of complaint handling.	<b>A/I/E</b>	Awareness of Safeguarding.	<b>A/I</b>
	Ability to use a wide range of IT systems.	<b>A/I</b>		
	Demonstrable analytical skills with a focus on data analysis to support problem resolution.			
	Excellent information gathering and analysis skills to understand whether policy and process has been followed correctly.	<b>A/I/E</b>		

<b>COMMUNICATION</b>	High levels of written and verbal skills.	<b>A/I/E</b>		
	Ability to communicate with customers, including those who are vulnerable, who have English as a second language and/or who may be facing difficult circumstances.	<b>A/I/E</b>		
	Ability to exchange information and positively and interact with colleagues at levels in the organization.	<b>A/I</b>		
	Demonstrable ability to establish, maintain, and develop effective working relationships with customers delivery partners and colleagues.	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>A/I/E</b>		
	Excellent customer service skills.	<b>A/I/E</b>		
	Accurate spoken English is essential for the post	<b>I</b>		
<b>TEAM WORKING</b>	Ability to work within a flexible and customer-oriented team environment and provide guidance and supervision to less experienced colleagues as required.	<b>A/I</b>		
	Ability to work with diverse teams to achieve objectives and targets.	<b>I</b>		
	Ability to work well with others, share responsibilities, and support team members.	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Ability to manage own work to time and quality standards.	<b>A/I</b>		
	Ability to encourage	<b>A/I/E</b>		

	others to work within required time and quality expectations.			
	Acts with integrity.	<b>A/I</b>		
	Ability to keep calm under pressure and is resilient.	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	A positive and proactive attitude towards problem solving.	<b>A/I</b>		
	Ability to identify areas for improvement in all housing service areas and supporting processes.	<b>A/I/E</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A</b>		
	Full and valid driving licence	<b>A</b>		
	As required in the role and in accordance with the Business Travel Policy	<b>I</b>		

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

#### How assessed:

A = Application CV/Personal Statement  
 C = Certificates/professional Registration  
 D = DBS police check  
 E = Exercise  
 I = Interview  
 M = Medical assessment

For Official Use only			
<b>Job title:</b>	Service Improvement Officer	<b>Post no:</b>	
<b>Service:</b>	Service Improvement Team	<b>JE score:</b>	
<b>Team:</b>	Housing	<b>Pay band:</b>	07D
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies:</b> (level 1 – 4)	<b>Communication:</b>	<b>2</b>	
	<b>Customer Service:</b>	<b>2</b>	
	<b>Team Working:</b>	<b>2</b>	



	Managing Self and Others:	2	
	Can do approach/Results:	2	
REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	