

## Job Description

**JOB TITLE:** Complaints Officer

**DIRECTORATE:** Chief Executive's

**DIVISION:** Legal, Democratic and Electoral Services

**GRADE:** PO3

**RESPONSIBLE TO:** Corporate Complaints, Casework & Performance Manager

**RESPONSIBLE FOR:**

- Checking and quality assuring the work of others.
- Leading on work streams that involve managing the input of others.
- Leading on projects that involve managing the input of others from across the organisation, and could involve partners.

**JOB PURPOSE:**

To support services to fulfil the performance management framework, and provide assurance that adequate performance systems are in place to fulfil corporate and statutory requirements.

To support the Performance Analyst in ensuring that managers can effectively understand and manage their business in order to deliver value for money services that are responsive to customers and strategic priorities.

**CONTEXT/WORK ENVIRONMENT:**

Performance Officers will be based within a central team but will work with services and managers across directorates according to the changing needs and priorities of the organisation. This may involve contributing to a number of different areas of work or projects at one time, in different parts of the organisation. They will support Performance Analyst in providing a responsive service to managers who have highlighted areas that need attention, as well as analysing data to inform prioritisation of the work that the Business Analysis function undertakes. This will mean that the work they are involved in will be varied and often changing.

The post holder will need to be flexible and adaptable, and able to develop and manage relationships with a wide range of managers and services. They will use a broad range of skills to support the Performance Analyst to give services the support they need. Their work may require supporting the design of systems and processes; diagnosing and providing solutions to performance problems; supporting services to change the way they do things; and helping services to make the best use of their resources.

## MAIN RESPONSIBILITIES:

1. Enable services to plan and performance manage their business effectively and efficiently.
  - Provide advice to managers across the organisation on a wide range of performance issues including target setting, data collection, benchmarking, inspection preparation, value for money assessment and quality assurance. Ensure that information collected is relevant and utilised.
  - Identify areas where services may need more intensive support, based on an assessment of risk, and broker support from across the Business Analysis team, and other teams across the service.
  - Critically analyse data collected from a wide range of sources (financial, performance, customer feedback) to provide managers with insight into performance issues, and to identify action to address. To do this Performance Officers will need to develop an understanding of a wide range of service areas across the organisation and be responsive to service needs, developing strong working relationships with managers across the organisation.
2. To ensure that the organisation has quality and timely information to make effective business decisions. This will be a key role for ensuring that the organisation delivers high quality value for money services, and prioritises resources effectively.
  - Support services in fulfilment of the performance management framework and provide assurance that adequate performance management systems are in place to fulfil corporate and statutory performance management standards.
  - Project manage necessary reporting processes to ensure that the organisation complies with reporting requirements set by Government, regulators and auditors. This will typically involve making sure that services have the right processes in place to respond to requirements, and carrying out appropriate and proportionate quality assurance.
  - Understand and keep abreast of changing national agendas and legislation to ensure that the organisation fulfils requirements as efficiently and effectively as possible.
  - Based on an assessment of risk, provide assurance on the data collection and quality systems that services have in place to senior managers. Where issues and risks of poor data quality are identified, work with services to improve systems and processes.
  - Produce targeted performance reports as required to highlight issues and areas of risk to senior managers.
3. Work with the performance analyst to design bespoke and innovative solutions to difficult performance issues. This will typically involve:
  - Carrying out analysis of different sources of data, across one service or a number of services and partner organisations, to provide an evidence base and intelligence to inform solutions to performance issues.
  - Carrying out research into the performance systems used by services. This may involve interviewing managers and staff, looking at data collection and use, and making recommendations on opportunities for improvement.

4. Work closely with the Policy and Partnerships, and Programme and Projects Delivery teams to provide analysis and context to inform their work programmes, and to ensure that data and insight is joined up to maintain a single evidence base for the organisation.
  - Work as part of project teams on policy development, improvement projects and service reviews to provide expert analysis and insight on performance, risk and value for money.
  - Work with the Policy team to ensure that performance and risk analysis, customer feedback and other intelligence is integrated with the other evidence and analysis the organisation holds.
5. Champion data sharing with partner organisations and across the organisation to develop a joined-up approach to managing and improving services.
6. Undertake investigation of corporate and ombudsman complaints, and manage responses to Members Enquiries and ensure that the reasons for complaints occurring are used to drive improvements.
  - Identify where demand for services is created by service failures and inefficiencies
  - Through setting within a context of wider performance and improvement data, provide directorates and managers with analysis of complaints to inform and shape service reviews and improvement.
  - Ensure that common trends and issues identified from complaints are highlighted to Business Analysis colleagues for further investigation.
  - Develop effective relationships with partners to share intelligence and identify joint-action needed to address complaints.
7. Leads on workstreams that involve managing the input of others from across the organisation, and may have a risk to the organisation's reputation and credibility.
8. Responsible for investigating more complex complaints and identifying issues for further analysis.
9. Leads on projects that involve managing the input of others from across the organisation, and could involve partners. Supports team members to deliver their responsibilities within the project team environment.
10. Provides guidance to less experienced Performance Officers.
11. Uses a wide range of analytical tools to provide creative solutions to complex performance issues.
12. Conduct investigations into sensitive and complex corporate and ombudsman complaints.

## Person Specification

**JOB TITLE:** Complaints Officer (Housing)

**DIRECTORATE:** Chief Executive's

**DIVISION:** Legal, Democratic & Electoral Services

**GRADE:** PO3

**RESPONSIBLE TO:** Corporate Complaints, Casework & Performance Manager

**RESPONSIBLE FOR:**

- Checking and quality assuring the work of others
- Leading on work streams that involve managing the input of others
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**KNOWLEDGE AND EXPERIENCE:**

The Business Analysis team will be made up of Performance Officers with a diverse range of knowledge and experience. Performance Officers should therefore be able to evidence experience of delivering positive outcomes in at least one of the following contexts:

- Performance management
- Business process analysis and re-design
- Cost benefit analysis
- Risk analysis
- Benchmarking
- Value for money assessment and analysis
- Service review and improvement
- Business and service planning
- Performance assurance
- Complaints investigations/learning from complaints

**COUNCIL AND PARTNERSHIP PRIORITIES**

Performance Officers will be required to work across a number of different service areas and contexts across the organisation. Experience of working in and/or in depth knowledge in one of the following priority areas is desirable:

- Children's services
- Adults services

- Local Government Finance
- Housing
- Health

- Public realm
- Economic development, regeneration and planning
- Sustainability
- Crime and community safety
- Equalities
- Third Sector

Or experience of similarly diverse and complex services/ industries across the wider public and/or private sector:

## Core Competencies

*The descriptor of required competency level at each grade is additional to that required at the previous level.*

### Complaints Officer (Housing)

		PO3
1	Communicating effectively; displaying empathy; influencing; and negotiating.	Builds good internal and external relationships. Represents and promotes the image of the Council in internal and/or external forums.  Delivers active engagement and consultation with programme/ project stakeholders
2	Project Management	Uses Project management skills to plan, prioritise and manage work.  Understands and can apply project management methodology and tools.
3	Decision making	Cuts through complex evidence, identifies priority issues, quickly weighs them up, incorporates the right level of advice and reaches clear definite and timely decisions.  Take personal responsibility for decisions
4	Delivering value for money	Actively seeks opportunities for more efficient and effective ways of doing things.
5	Initiative	Thinks independently; does what is needed without being asked and follows through on agreed actions.
6	Collaborative and team player	Secures mutual understanding and commitment with delivery partners.  Works jointly with delivery partners to achieve best outcomes.  Develops strong individual skill set and areas of expert knowledge: Shares these across the team and wider.
7	Thrives in and contributes to a high performing culture	Can focus themselves and others on priority outcomes, and prioritise activities.  Identifies tasks and responsibilities that can/ should be carried out by others.  Takes on challenging tasks and assignments and is able to develop new skills and take on new areas of work in line with the needs of the organisation and the team.
8	Problem solving and thinking innovatively	Keeps abreast of latest thinking, new trends and developments in areas of expertise and applies/takes action accordingly.
9	Flexible and adaptable	Quick to change tack if existing approach not working.  Engage others to adopt change by outlining the rationale.





