

 St Albans City & District Council	Job Description and Person Specification	
Job Title	Quality Assurance Officer	
Post Number	P2427	
Grade	Grade 5	
Other Payments	None	
Job Family	Community Support and Delivery	
Service	Housing	
Progression	Progression through the grade is dependent on performance against delivery targets, values and behaviours	
Hours per week	37	
Accountable to	Strategy, Quality and Assurance Manager	
Date created/ reviewed	December 2025	

JOB DESCRIPTION FOR QUALITY ASSURANCE OFFICER

Job Purpose

Responsible for co-ordinating, investigating, tracking and handling of housing related complaints, Housing Ombudsman requests and government returns for the tenancy services and housing asset teams and to champion tenant engagement and continuous service improvement.

Accountabilities

1. Using the internal complaints and compensation policies, provide advice and guidance to officers, establish verbal contact with all complainants, seeking to resolve issues alongside investigating complaints and draft formal stage 1 complaint responses on behalf of the neighbourhoods, income and community protection teams. This involves attending complaints meetings, monitoring actions in response to complaints, ensuring follow up actions are completed (including regular updates to the customer) and maintaining a complaints tracker. Send the complaints response via the organisations complaints system.

2. Work with senior officers to help with complaint investigations by providing details of discussions, offering solutions, capturing learning and negotiating to find a timely resolution for the customer.
3. Communicate with tenants and leaseholders through a variety of means and take calls and deal with enquiries from the public, Councillors, MPs, other departments and external agencies. Monitor Housing Councillor Inbox and distribute to relevant officers for investigation. Monitor response times to Councillor and MP correspondence, liaising with Section Managers to ensure responses are sent on time.
4. Respond to resident queries via telephone or email where relevant and/or refer the enquiry to technical specialist, if necessary, within required timescales.
5. If required, collate information, seeking clarity where relevant, from specialist officer(s) to ensure that FOI and SAR enquiries can be responded to fully within required legislative timescales. Making initial assessment of what information should be released/withheld and why.
6. If required, assist in the collation, coordination and responses to Ombudsman requests as required within necessary timescales.
7. Update staff on information to communicate the housing ombudsman's complaints handling code and any revisions including training as required.
8. Co-ordinate and complete online government returns and any other required internal department documentation.
9. Ensure appropriate arrangements are in place when dealing with situations which require a high degree of confidentiality within the department or across the Council.
10. Where necessary due to vexatious behaviour from customers refer cases to service managers for consideration in line with the Council's Unacceptable Behaviour Policy.
11. Participation, as required, in resident engagement events and opportunities and contribute relevant information as required for performance monitoring and continuous service improvement.

Demands

Physical

- Ability to work in a hybrid way across different locations (e.g. office, home, customer locations) ensuring this is done with personal health and safety in mind.
- Ability to use digital tools and technology throughout the working day, which may result in significant periods of time in a sedentary position working at a screen.
- Efficient keyboard skills for data input/word processing, spreadsheets, PowerPoint which are integral to duties of the post.

Mental

- Able to work independently to tight deadlines, prioritise a heavy workload, and meet required submission dates for information and data.
- Able to carry out the duties of the post whilst dealing with ongoing interruptions and conflicting demands requiring re-prioritisation of work.
- Ability to remain calm under pressure and work methodically, accurately and logically in your approach to work including when externally representing the council
- Ability to work within defined procedures, legislation and policy.
- Ability to undertake research and verify evidence in relation to casework.

Emotional

- Ability to deal sensitively and appropriately with customers and/or stakeholders who may be upset, angry, confrontational, and potentially aggressive in relation to decisions affecting them. This may include customers with complex needs or sensitive personal circumstances.
- Ability to effectively manage conflict and diffuse difficult conversations or incidents (over the phone or face to face) with sensitivity to personal circumstances.
- Ability to deal professionally with and give support to team members who may be dealing with distressing situations and/or difficult conversations with customers.

Working Conditions

- Normal office working conditions, including hybrid arrangements (working off site/at home). A minimum of two days per week spent based at the council offices will be expected in this post.
- Daily interactions including home/site visits with stakeholders and/or customers, some of whom may be unhappy with decisions that affect them and where access may be restricted, or environment neglected.

Other Employment Requirements

- Clean driving licence and access to a vehicle, taxed and insured for business use.
- Role is suitable for hybrid working arrangements. Attendance at the office will be in line with business needs and for a minimum of 2 days per week.
- Occasional work outside normal working hours for peak workloads and/or emergency response/business continuity arrangements.
- This post is subject to a basic disclosure check.

ROLE SPECIFIC PERSON SPECIFICATION QUALITY ASSURANCE OFFICER			
Criteria	Essential	Desirable	Assessment
Values and Behaviours			
We are Customer Driven	X		I, T, R
We Care	X		I, T, R
We are Confident	X		I, T, R
We Work Together	X		I, T, R
We are Trusted	X		I, T, R
Qualifications			
Q1 Education: NVQ Level 3 or relevant qualification and/or significant relevant work experience.	X		A, D
Q2 Possess GCSE grades A-C in Maths and English or, equivalent;	X		A, D
Knowledge			
K1 Knowledge of using Microsoft Office 365 Suite including Word/Excel/Powerpoint/Outlook and Teams.	X		A, I, T
K2 A commitment to and a clear understanding and application of the issues related to the Equality Act	X		A, I
K3 Good understanding of complaints/FOI/SAR legislation, policy and procedure within local government from a procedural perspective	X		A, I, T
K4 Good understanding of Data protection requirements.	X		A, I
K5 Awareness of the role and purpose of the Regulator for Social Housing and Housing Ombudsman	X		A, I, T
Experience			
E1 Experience of dealing with customers over the telephone and dealing with complaints using tact and diplomacy.	X		A, I

E2	Extensive experience of working in a people orientated customer support role where there is requirement to provide high levels of customer care and use initiative to resolve issues.	X		A, I
E3	Considerable experience of writing appropriate letters and communications which address customer concerns.	X		A, I, T
E4	Ability to comply with security, data protection and confidentiality standards of the Council.	X		A, I, T
E5	Experience of working with colleagues, managers and stakeholders to resolve problems and find customer focused solutions	X		A, I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)