Complaints Officer

Full-Time (37 hours) – Permanent

Grade B2 - £32,578 - £34,811 per annum

North Kesteven District Council is seeking an enthusiastic professional to join the Housing, Property and Customer Services division. This post puts you at the heart of the Council, dealing with complaints and customers service wide. This role focuses on an evidence-based approach for complaint investigation and handling, to ensure compliance with the complaint handling procedures.

Job Requirements:

- Experience of working in administration and customer service, ideally for complaint handing.
- Knowledge of the Housing Ombudsman and Local Government and Social Care Ombudsman (desirable).
- Skill and aptitude for customer services and effective written communication to a high standard.
- Strong organisational skills to manage high number of cases to set deadlines and investigate complex cases.
- Confidence in speaking to a range of customers and officers at all levels.

Key Responsibilities:

- Administering the complaints process council wide.
- Communicating with complainants at first point of contact
- Support services to comply with the Council's complaints policy and Ombudsman complaints codes.
- Support the investigation of complaints and drafting of correspondence and make recommendations to senior managers to support their decision making.
- Assist in the production and delivery of service-specific reports, briefings and presentations.

Key Attributes:

- Ability to identify the detail needed from data and information provided.
- The ability to facilitate conversations with customers and colleagues to gain required information.
- A highly organised, dynamic and confident person.
- Strong listening skills.

You will be required to apply a high level of attention to detail and concentration when carrying out this role, to support the delivery of the complaints service within Housing, Property and Customer Services at a technical level and show an appreciation of the contribution local government can make to the welfare of the people living, working, and visiting the district. If you feel you have what it takes to deliver responses in time and a good attention to detail, this could be the role for you.

If you would like an informal chat about this post, please call Kate Russell, Performance and Standards Team Leader on 01529 414155.

To complete an application form and further details, please visit our website www.n-kesteven.gov.uk

The closing date for all applications is **29 November 2026**
The interview date will be **9 or 10 December 2026**

North Kesteven
DISTRICT COUNCIL

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Flexible Working

This role is described as an agile role, which means working hours will be balanced between office, other sites and from home, working from the office at least 2 days per week.

Depending on the needs of your role, we will consider requests for part time and flexible working for whatever reason you should need it. We recognize flexible working will not look the same for everyone, because it depends on the nature of the role and the needs of the individual.

Types of flexibility could include:

- Off-site/remote working – working from home or other sites for part of the week.
- Staggered hours, having different start and finish times.
- Set shift patterns to allow for predictability.

Mandatory Job requirements

Does this job require:

Enhanced DBS Check	No
Standard DBS Check	No
Basic DBS Check	No
Driving licence	No
A car available for work	No

North Kesteven
DISTRICT COUNCIL

Why join North Kesteven District Council?



Shortlisted for the local government sector's biggest accolades and recognised for our strength, stability and supportive working environment, North Kesteven District Council **is going places**.

Successful Partnerships



With a scale of ambition and achievement that belies our size, North Kesteven is widely recognised as **an effective, positive, and well-respected partner** that is future focused in regard to both the communities we serve and the colleagues who work at NKDC collaborating in successful outcomes.

Commitment to Carbon Reduction



Accelerating bold climate action aspirations, building homes at pace and to high-levels of energy-efficiency, growing capacity and confidence in the local economy, enhancing the local environment, delivering excellent services in ways that customers want them and investing heavily in advancing a District of Flourishing Communities, we draw on the talents of everyone with the team in achieving meaningful progress. With a direct thread linking every colleague's individual action directly to our overarching vision and purpose, it is as important to us that everyone sees how they contribute to and connect with our climate aspirations, as much as to our overall service delivery plans and personal wellbeing commitments

Your Wellbeing



Your wellbeing is as important to us as it is to you; with an agile working preference to facilitate a positive work-life balance, dedicated and award-winning wellbeing programme, discounted leisure access, generous healthcare and pension arrangements and a supportive culture that is championed throughout the organisation and recognised by public-sector leaders as a 'key priority' for us.

The Benefits

At North Kesteven, we pride ourselves on our benefits package. Colleagues existing benefits cover:



- Local Government Pension Scheme
- Enhanced holiday pay, increasing with time served
- Dedicated counselling services
- Free eye tests and vouchers for glass for DSE use
- A suite of fitness programmes
- Healthcare cash plan
- Cycle to Work Scheme
- Discount schemes
- Hybrid working

We know that we are only as good as the people that make us. We are proud of the many conscientious, committed, dedicated and determined individuals who collectively collaborate in shaping excellent, effective and efficient enhancements in the lives, fortunes and opportunities of our customers and our communities. But we're short of one person, specific to this role. If you feel it's you, please let us know how you can contribute and add something more to both what we do and what you do.



To get a sense of what we're planning over the coming years, see:
www.n-kesteven.gov.uk/NKplan
To explore what external industry assessors say about us, see:
www.n-kesteven.gov.uk/CPC2021
To share our longer-term 2030 vision, see:
www.n-kesteven.gov.uk/ourcommunitystrategy
To understand our climate approach, see:
www.n-kesteven.gov.uk/climateaction
To be informed on our strong financial position, see the finance plan at:
www.n-kesteven.gov.uk/NKplan