



number one for  
service and value



## Job Profile comprising Job Description and Person Specification

### Job Description

|  |   |
|--|---|
| <b>Job Title:</b><br>Complaints Officer  | <b>Grade:</b><br>PO1/2                                    |
| <b>Section:</b><br>Customers and Partnerships  | <b>Directorate:</b><br>Chief Executive's Group            |
| <b>Responsible to following manager:</b><br>Adults' and Children's Complaints Manager/Corporate and Ombudsman Complaints Manager | <b>Responsible for following staff:</b><br>Non Applicable |
| <b>Post Number/s:</b>  | <b>Last review date:</b><br>August 2016                   |

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

- Responsible for handling both Councils' incoming complaints, for publicising and administering the principles of the Councils complaints processes and for regularly reviewing and adapting the procedures to ensure they remain effective and efficient mechanisms for dealing with complaints from the public



### **Specific Duties and Responsibilities:**

- In respect of;
  - Corporate Complaints
  - Local Government and Social Care Ombudsman (LGSCO) enquiries
  - Statutory adult social care complaints
  - Statutory complaints under the Children Act
- To support the Adults' and Children's Complaints Manager and Corporate and Ombudsman Complaints Manager in the ongoing review of complaints procedures across the organisation, ensuring that procedures and protocols are in place for the successful handling of complaints including where these involve other statutory agencies, contracted-out services and external organisations
- To maintain, review and update where necessary all information for the public and for internal staff on the separate procedures for complaints, including hard copy leaflets, web pages and template letters
- To act as the first point of contact for members of the public who wish to make a complaint under one of the procedures
- To manage a personal caseload of complaints, working with colleagues in Departments to ensure that responses are provided in line with statutory and corporate timescales
- To provide advice and support to Councillors, Directors, Assistant Directors, senior officers, and service managers on individual complaints and complainants
- To register complaints and to record, monitor and report on progress of complaints and compliance with statutory and corporate procedures as required

And in respect of statutory Children's Act complaints only;

- To set up and recruit members for Specialist Children's Services stage three Review Panels and provide any further administrative support to the Panels as required by the Adults' and Children's Complaints Manager



For all work

- To undertake all duties and interactions with employees, partner providers and customer fairly, without unlawful discrimination and with due regard to Equality and Diversity in Employment and Service Delivery Policies
- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils

#### **Link to PO2**

- Responsible for complaints' process reviews, drafting associated reports, communications materials and implementation
- Responsible for complex and sensitive cases and those cutting across external provider organisations ensuring all relevant parties are appropriately involved

#### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council



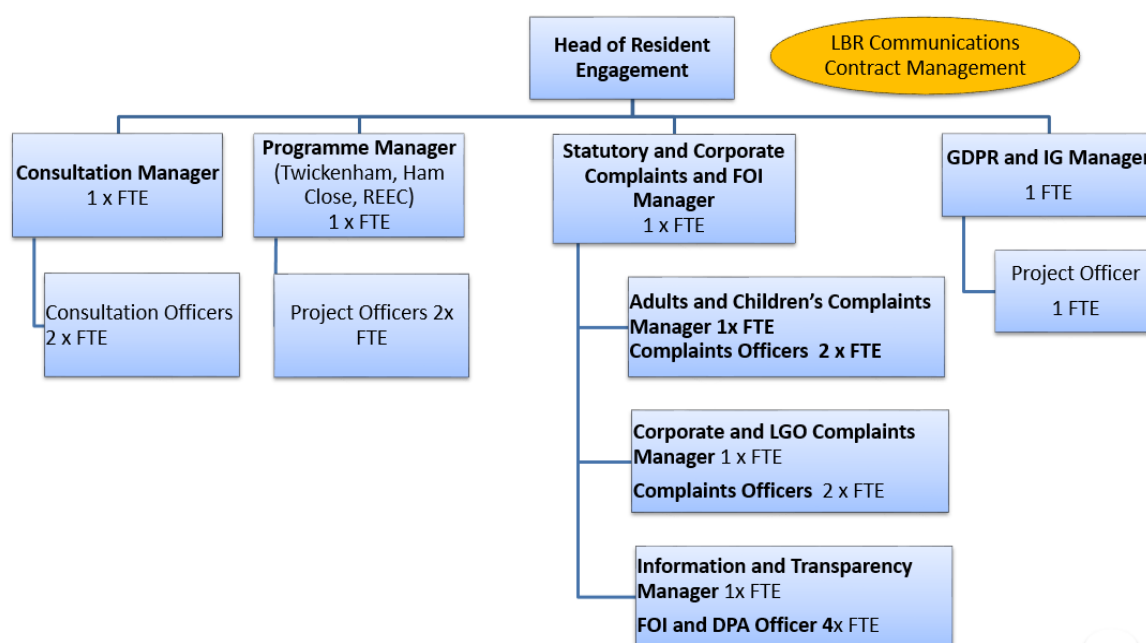
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post

### Additional Information

- Post holder may be expected to work flexibly across two locations (Wandsworth Town Hall and Richmond Civic Centre).

## Current team structure

## Divisional structure – Resident Engagement





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## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

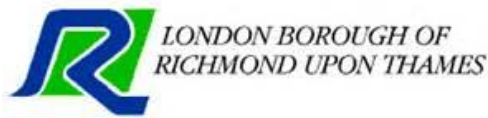
**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.



| Person Specification Requirements   |  | Assessed by<br>A & I/ T/ C<br>(see below for<br>explanation) |
|---|--|--|
| <b>Knowledge</b>  |  |  |
| 1. Knowledge of at least one aspect of relevant legislation (LGO, adult social care and Children Act) or extensive knowledge of complex complaints handling   |  | A, I   |
| 2. Understanding complaints handling processes and/or of adults and children's social care services and their inter-relationships with other, similar services in the statutory, private and independent sector   |  | A, I   |
| 3. A clear understanding of data protection issues and client confidentiality   |  | A, I   |
| <b>Experience</b>   |  |  |
| 4. Experience of resolving complaints or complex customer service queries   |  | A, I   |
| 5. Experience of, and competency in, using a range of Microsoft Office software, including Word, Excel and Outlook (Access desirable)   |  | A, T   |
| <b>Skills</b>   |  |  |
| 6. Strong interpersonal skills and the ability to communicate well with a wide range of people (e.g. members of the public, service users, providers of services), and to be able to effectively represent the Directorate both within the Council and with partner organisation. |  | A, I, T  |
| 7. Ability to analyse and interpret complex information and present the essential elements, both verbally and in written and/or numerical format, in a clear and accessible way.  |  | A, T   |
| 8. Ability to work within different policy frameworks and follow a process or protocols within set guidelines.  |  | A, I   |
| 9. Ability to organise and prioritise own workload, within defined requirements for the role.   |  | A, I   |
| <b>Qualifications</b>   |  |  |



|   |   |
|---|---|
| 10. Grade C or above in GCSE English and Mathematics or equivalent. | C |
|---|---|

- A – Application form
- I – Interview
- T – Test
- C - Certificate