



Job Title:	Complaints Officer
Grade:	Grade 6
Section:	Corporate Services
Reports to:	Complaints Manager
Responsible for:	None

The Job

Is to:

- ensure that a proactive approach is taken to ensure that tenants' priorities are addressed; and
- identify opportunities to develop the service, devise innovative solutions and assist front line employees in the implementation of good practice.

The Bigger Picture

You will:

- support WDH's Vision and strategic objectives;
- contribute to continuously improve levels of customer satisfaction;
- deliver services in a manner which supports WDH's brand and enhances the organisations reputation;
- need to be fully aware of appropriate legislation and statutory requirements;
- be aware of and comply with organisational policies and procedures;
- be expected to work flexibly to meet the challenging needs of the service;
- continually seek opportunities to introduce new working practices that generate efficiencies;
- contribute to the development and assist with the delivery of customer service excellence across all aspects of the service;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality; and
- any other duties as directed by the line manager appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- identify good practice and ensure it is consistently applied across the organisation;
- deal with all MP responses on behalf of the Chief Executive, ensuring that a consistent high quality of response and service are delivered;
- support the Customer Relations Manager in conducting investigations into complaints;
- investigate service areas where trends are emerging or intelligence indicates service failure and recommend appropriate action for improvement;
- contribute to developing working practices that help to engage hard to reach groups;
- undertake specific project management initiatives as required, relating to policy or service development initiatives;
- devise and implement training initiatives to support the quality of complaints handling;
- be responsible for preparing and developing the appropriate service strategies through consultation with relevant stakeholders;
- provide advice on compliance with the organisation's complaints policy and procedure;
- identify service development improvements and report recommendations to Directors;
- provide support as requested by Governance, Strategy and Regulation Manager to other team members in line with service delivery requirements; and
- to attend internal and external meetings as required both inside and outside office hours.

Personal Contacts:

- Internal:** WDH Board, Neighbourhood Panel Members, employees and managers, local Tenant Involvement Officers
- External:** Wakefield Council, partner agencies, MP constituency officers, The Housing Ombudsman Service, The Tenant Participation Advisory Service (TPAS) tenants and leaseholders.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent in a Housing related subject.	✓		AF/CQ
Relevant Professional Qualification		✓	AF/CQ

Determination			
Significant experience of working with tenants and/or service users, and/or their representative organisations	✓		AF/I
Experience of conducting investigations or audits of services.	✓		AF/I
Experience of working in politically sensitive environments	✓		AF/I
Experience of working within multi-agency and partnership working environments	✓		AF/I
Experience of working with volunteers		✓	AF/I

Nous			
Knowledge of how to conduct an investigation and collect supporting evidence.	✓		AF/I
Excellent communication skills with the ability to influence and negotiate with senior managers and Service Directors.	✓		AF/I
Understanding and promotion of inclusive working practices	✓		AF/I
Knowledge and understanding of how to engage with groups of people who may be disadvantaged by mainstream services	✓		AF/I
An understanding of and commitment to diversity and inclusion issues both within the workplace and the community in general.	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Knowledge and understanding of Service Delivery and Improvement Plans.		✓	AF/I

Attitude			
Ability to work collaboratively with a wide range of people, sometimes with conflicting objectives	✓		AF/I
Confident to take the lead when appropriate	✓		AF/I
Ethical approach to handling sensitive information	✓		AF/I
Able to rise to frequent challenges and to recover quickly from disappointment and frustration	✓		AF/I

Additional Requirements of the Job			
The post holder may be required to work outside normal office hours on occasion	✓		AF/I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the district.	✓		AF/CQ

Key

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification