

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Housing complaints and Feedback Administrator	Grade:	SC4
Reports to (Designation):	Complaints and Feedback Manager	Grade:	PO5/6
Directorate:	Housing	Department:	Housing resident & Engagement Services

Main Purpose of the job:

To coordinate the Housing Directorate's response to Subject Access Requests (SARs), ensuring new requests are allocated promptly to the appropriate Housing team or service and progressed within relevant policy and statutory timescales.

To monitor requests, follow up outstanding information and ensure records supplied by Housing services are received in a timely manner, collated clearly and presented to the Corporate Subject Access Request Team for completion of the disclosure process.

To provide administrative support to the Housing Complaints and Feedback Team, including shared inbox management and logging, allocation and monitoring of complaints and related casework across the Housing Directorate.

Summary of Responsibilities and Personal Duties:

1. Receive and review new Subject Access Requests relating to the Housing Directorate and allocate them to the appropriate team, service or responsible officer.
2. Maintain accurate records of Subject Access Requests, allocations, correspondence and progress using relevant case management systems.
3. Monitor requests against policy and statutory timescales, issue reminders and escalate overdue or incomplete responses where necessary.
4. Collate information received from Housing services and submit it to the Corporate Subject Access Request Team in the required format.
5. Act as a central point of contact between Housing services and the Corporate Subject Access Request Team, providing updates and responding to administrative queries.
6. Manage and monitor the Housing Complaints and Feedback shared inbox, ensuring correspondence is triaged and directed to the appropriate officer or service.
7. Support the logging, allocation and monitoring of complaints, Member Enquiries, MP enquiries, Ombudsman correspondence and other casework across the Housing Directorate.
8. Maintain accurate complaint and casework records, ensuring cases are allocated appropriately and duplication is minimised.
9. Monitor outstanding and unallocated cases, issue reminders and escalate overdue actions to support compliance with service standards and statutory timescales.
10. Provide administrative support to the Housing Complaints and Feedback Team, including maintaining trackers, collating information and producing basic performance data.
11. Handle personal and sensitive information securely and in accordance with the UK GDPR, Data Protection Act 2018 and Council policies.
12. Build and maintain effective working relationships with colleagues, managers and stakeholders across the Council and adapt communication methods where necessary to support accessibility.

Internal Contacts: These include All Housing Directorate staff and managers; Housing Complaints and Feedback Team; Corporate Subject Access Request Team; Information Governance Team; Legal Services and other Council services involved in providing information or complaint responses.

External Contacts: This will include Residents, customers, service users, authorised representatives, elected members, legal representatives and relevant regulatory or oversight bodies, where appropriate.

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: None	Grade	No of posts
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Number of partially managed staff:

Title: None	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Customer Resolution Administrator

Grade: SC4

Department: Housing Complaints & Feedback

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Knowledge	
Good understanding of customer service and complaint management	S
Awareness of the functions and services carried out by the council	S
Understanding of GDPR	S
Aptitude	
Customer focused	
Creative problem solver	
Team player, who successfully contributes to team objectives	
Can priorities own workload and adapt to changing priorities	
"Can do "and enthusiastic	
Performance focused	
Embodies organizational values and competencies	
Skills	(To Be Tested – T)
Skills can only be used as shortlisting criteria if the skill is to be tested	
Good verbal and interpersonal	
Excellent customer service	
Planning and organising own workload effectively	
IT literate – specifically MS Office: competent in word and Excel	
Experience	
Customer service frontline or back office (administrative) experience public sector or similar complex organization	
Dealing with complex or sensitive enquiries / complaints	
Fulfilling a broad range of administrative work within a large and complex organisation	
Working to performance indicators (KPIs)/ service level standards	
General Education	
Good levels of literacy and numeracy	

Personal Qualities	
Enthusiastic and self-motivated	
Diligent and pays attention to detail	
Empathetic and understands customer needs	
Builds rapport with diverse groups of individuals	
Flexible and able to adapt approach / style	
Takes ownership and strives to get it right first time	
Circumstances	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required

Basic
☐

Standard
☐

Enhanced
☐

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)