

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Housing complaints & feedback Officer	Grade:	SO1
Reports to (Designation):	Housing Complaints and Feedback Manager	Grade:	PO5
Directorate:	Housing	Section:	Housing Resident Engagement and Services

Main Purpose of the job:

- To support the Housing Complaints and Feedback Manager to deliver an effective complaints management service that will enhance the satisfaction of residents with Lewisham Council
 - To deliver an effective and responsive 'communications, enquiries and complaints' service to all customers for the whole of the Housing Directorate
 - Investigate and resolve a range of complex/sensitive complaints for the Council on behalf of the Housing Directorate; ensuring that complaints do not escalate unnecessarily to the next stage of the complaints process.
 - To provide management and monitoring of the processing of complaints caseload and official correspondence to Housing Services to meet service levels
 - To effectively liaise with Corporate Complaints and contribute to ensuring a range of complex/sensitive corporate and statutory complaints are responded to and all corporate targets are met
 - To provide support to the Data team to ensure accurate and timely reporting information in respect of complaints and enquiries performance
 - To provide advice and guidance on draft responses for complaints and enquiries received for Housing Services.
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Summary of Responsibilities and Personal Duties:

- Ensure excellent customer care and improve satisfaction including speaking to and meeting with complainants where necessary
- To manage the Housing Directorate's response to Enquiries from Members, MPs and the Public ensuring response targets are met
- Ensure that customer's complaints are logged, assigned, acknowledged and responded to within the timescales set out in the Complaint Handling Codes of the Housing Ombudsman and Local Government and Social Care Ombudsman and that potential resolutions are discussed with customers
- To ensure continuous improvement of systems to consistently meet communication deadlines
- To liaise with all Housing Service Managers to establish lines of communication for the handling of enquiries and complaints and to ensure their adherence to target times

- To liaise with other Council directorates to ensure complaints and enquiries are correctly allocated and responded to, challenging where necessary
- Maintain accurate, comprehensive and up to date records, using the Council's software package (casework), ensuring all records are compliant with the GDPR principles.
- To liaise with and maintain excellent relationships with the wider Corporate Complaints team
- To train new members of Housing on the enquiries and complaints system, process and targets
- To monitor and report on enquiries and complaints targets ensuring a level of performance above the corporate target To act in the absence of the HCFT Manager to provide advice and guidance and maintain service delivery standards Day-to-day supervision of Scale 4 administrators, providing advice and guidance where necessary
- Build strong, positive professional relationships with internal and external stakeholders, and positively interact with diverse groups/people, displaying effective communication skills with all customer groups.
- Develop and maintain comprehensive knowledge of the functions and services provided by the Housing Directorate
- To provide key learning outcomes from resolved complaints, focusing on positive ways of improving the service to prevent further escalation or future complaints.

Internal Contacts: These include all Housing Directorate Managers, Team Leaders and Senior Managers; Corporate Complaints team, other departmental Managers and Officers as relevant to the work being carried out

External Contacts: This will include Customers, Advocates, Elected Members, Consultants, Service Providers and relevant Third Parties.

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

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development 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: 0

Title:	Grade	No of posts
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Number of partially managed staff: 0

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Housing complaints & feedback Officer

POST NO:

DEPARTMENT: Housing Regeneration and Public Realm

GRADE: SO1

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 but 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

A knowledge of local authority housing processes, the challenges facing local government generally and social housing in particular

A knowledge of good practice in Complaints and Enquiries Management **S**

A knowledge of the Housing Ombudsman Complaint Handling Code of Conduct and/or the work of the Local Government and Social Care Ombudsman

Aptitude

Forthright and target driven

Self-motivated and able to work without close supervision to achieve targets and continuous improvement

Tenacious in achieving outcomes

Customer driven with a commitment to continuous customer service improvement

Team driven with a commitment to working with others

Committed to producing a high standard of output in terms of published material and reports

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

An ability to use diverse systems and software and IT packages

S

An ability to produce excellent written work that caters for all levels of communication ability

An ability to negotiate and communicate with a range of colleagues, peers and Managers

An ability to manage conflicting priorities, working flexibly and ensuring all targets are met

Ability to manage a project from planning stage to conclusion, including management of resources (including people)

An ability to write reports to Senior Managers

Experience

Experience of working with or alongside Housing Services S

Experience of producing written content for a wide and varied audience S

Experience of delivering simple training and instruction sessions S

Experience of working in a customer demand-leading business in the public or private sector S

General Education

Sufficient standard of education to include excellent levels of numeracy and literacy.

Personal Qualities

Commitment to learn and take personal responsibility for own learning and development

Commitment to deal with confidential issues discreetly and tactfully

Able to work on own initiative with minimum supervision

Outcome orientated

Pride in producing a high standard of work

Circumstances

Able to work flexibly

DBS Disclosure Required? No **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally, candidates must meet the standard Lewisham requirements for the post

