

JOB DESCRIPTION



POST TITLE:	HOUSING COMPLAINTS OFFICER
POST NUMBER:	HS24
GRADE:	G
RESPONSIBLE TO:	HOUSING FINANCE & PERFORMANCE MANAGER
RESPONSIBLE FOR:	Complaint handling as required by the Housing Ombudsman Service as set out in the Complaints Handling Code
LIAISON WITH:	Tenants and leaseholders, District Council colleagues at all levels, Members of the Public and Partner Agencies including Citizens Advice, CHAT and the Police

KEY CORPORATE ACCOUNTABILITIES:

To investigate housing-related complaints being accountable for resolving disputes quickly and fairly and being responsible for administering all relevant records.

KEY SERVICE ACCOUNTABILITIES:

1. To act as the first point of contact for complainants, and Members of Parliament and local Councillors, in relation to housing-related issues.
2. To deliver a high quality comprehensive and consistent approach to dealing with complaints, ensuring that all issues are dealt with sensitively and in an even-handed way, working with colleagues at all levels and with the authority and autonomy required to resolve any disputes quickly and fairly.
3. To have a good understanding of diversity issues and an ability to address the needs of vulnerable people.
4. To record, monitor and report on progress of complaints and compliance with statutory and corporate procedures. This will include the preparation of performance reports, presentations and briefings for other colleagues, Elected Members, residents and other stakeholders.
5. To contribute to the Council's achievement of its targets and objectives with regard to the management of housing-related complaints in line with the requirements of relevant policy and regulatory requirements. This will include resolving complaints at the earliest point of contact, if possible.
6. To be responsible for managing a caseload of complaints from service users.
7. To take ownership for responding where possible to routine and non-complex complaints as part of the first stage of the Corporate Complaints and Feedback policy.

8. To undertake investigations to inform the response to more complex complaints, and those which are escalated, ensuring that the customer is kept informed.
9. To work with involved tenants who may be acting as Complaints Champions or in the Designated Person role on a Consumer Panel, considering the issues, reporting on performance or reviewing outcomes, as appropriate.
10. To keep abreast of legislation and policy related to housing management and building maintenance.
11. Contribute to service development in co-operation with other colleagues and the Operations Manager for Housing Services.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Operations Manager or CMT lead officer.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Date: February 2021

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

HOUSING COMPLAINTS OFFICER

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Experience in housing management or other customer-related service 	<ul style="list-style-type: none"> • Experience of investigating & responding to complaints
Knowledge and Expertise:	<ul style="list-style-type: none"> • Up-to-date knowledge and expertise in the operational aspects of housing management and/ or building maintenance • Good understanding of the regulatory framework for social housing and housing-related legislation 	
Skills:	<ul style="list-style-type: none"> • Excellent communication skills enabling the post holder to: <ul style="list-style-type: none"> • Undertake detailed investigations and research engaging with stakeholders in a sensitive way (including colleagues), adapting their style as appropriate • Ability to weigh up evidence and make a judgement with the confidence to communicate the outcome to more senior colleagues • Explain how decisions have been reached in a clear and concise way • Ability to write clear, concise reports and to draft letters in Plain English • Ability to see the “bigger picture” and to identify lessons learnt from complaints and to ensure that these are used to inform service improvement 	
Personal Attributes:	<ul style="list-style-type: none"> • Committed to the provision of a high quality, tenant oriented service • Ability to work with tenants and colleagues who may be distressed and upset • Ability to respect confidentiality • Ability to work well under pressure • Ability to meet strict deadlines • Ability to work on own initiative and to manage workload with conflicting priorities with minimal supervision • Committed to equality of opportunity and understanding of diversity issues • To have an awareness of Health & Safety • To have an awareness of Risk Management 	

Special Requirements:	<ul style="list-style-type: none">• Must be mobile and able to visit residents in all parishes across the District• Flexible approach to the requirements of the job, being able to attend occasional evening meetings	

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