

**OLDHAM COUNCIL****JOB DESCRIPTION**

|                     |                    |                          |                   |
|---------------------|--------------------|--------------------------|-------------------|
| <b>Job Title:</b>   | Complaints Officer |                          |                   |
| <b>Directorate:</b> | Resources          | <b>Division/Section:</b> | Customer Services |
| <b>Grade:</b>       | 5                  | <b>JE Reference:</b>     | 9890              |

**Job Purpose:**

To provide sensitive and effective support to those who have cause to raise concerns about services provided.

To ensure that high quality responses to complaints about council services are provided to customers and that complaints are handled in line with policy and legislation, providing support and guidance to staff across the council as to the administration, investigation and resolution of complaints.

To support in the identification of learning points from complaints to improve services for people across the borough.

**Key Tasks:**

1. To support the efficient and effective operation of all complaint policies in compliance with multiple complaints management legislation (children's social care complaints, adult social care complaints and corporate complaints and partner agencies as required).
2. To be the first point of contact for those wishing to make complaints, monitoring the team's mailboxes and telephone lines.
3. To monitor the progress of complaints, preparing weekly progress reports and ensuring that information held on the team's database is up to date.
4. To provide advice to Headteachers and Governors to ensure appropriate resolution and response to school complaints, attending school complaint panels where necessary
5. To prepare complaint action plans, review service responses and support in the investigation of complaints, critically analysing evidence in order that appropriate resolution and remedy is achieved.
6. To ensure information about the complaints process and details of individual investigation outcomes are sensitively and appropriately communicated to complainants and their representatives, including children, young people and vulnerable adults, making reasonable adjustments where necessary.
7. To facilitate gatekeeping of the council's complaints processes and identify where other means of resolution is appropriate, such a children's services representations and service requests.
8. To identify potential reputational and/ or financial risks to the council and safeguarding concerns and take appropriate action.

**Standard Duties:**

1. To actively promote the equalities and diversity agenda in the workplace and in-service delivery.
2. To uphold and implement policies and procedures of the Council; including customer care, data protection, finance, ICT, safeguarding and health & safety policies.
3. To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4. To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
5. Undertake any additional duties commensurate with the level of the post.

**Contacts:**

Members of the Councils Senior Management Team, Heads of Service, Service Managers and other officers of Oldham Council and the Unity Partnership Ltd, Oldham CCG and the NHS.  
Schools staff and governing bodies  
Elected members  
Representatives of Government Departments and partner agencies,  
Public and private organisations, including other local authorities  
Members of the public.

**Relationship To Other Posts In The Department:**

**Responsible to:** Complaints Manager

**Responsible for:** N/A

**Special Conditions:** None

**Values and Behaviours:**

By living our Values and Behaviours we will deliver the change we need to meet our Corporate ambitions for Oldham.

**Our Values:****Proud**

We take pride not only in what we deliver for the residents of Oldham but also in how we deliver it.

**Ambitious**

We recognise the challenges we face and are committed to setting high aspirations to overcome them, with determination and focus.

## Together

We believe in shared solutions, working across sectors and with our communities to achieve common goals and deliver the quality services Oldham deserves.

We have **five Behaviours** which outline the priority areas of focus for staff at all levels:

- Work with a Resident Focus
- Support Local Leaders
- Committed to the Borough
- Take Ownership and Drive Change
- Deliver High Performance

More information about our Corporate Plan and our Values and Behaviours can be found on our [Greater Jobs pages](#) together with information about the staff benefits we offer.

|                 | DATE                     | NAME       | POST TITLE                    |
|-----------------|--------------------------|------------|-------------------------------|
| <b>Prepared</b> | November 2020            | C. Lee     | Head of Revenues and Benefits |
| <b>Reviewed</b> | November & December 2020 | Anne Ryans | Director of Finance           |
| <b>Reviewed</b> |                          |            |                               |

**OLDHAM COUNCIL****PERSON SPECIFICATION****Oldham**  
Council**Job Title:** Complaints Officer

|                                       | <b>Selection criteria<br/>(Essential)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Selection criteria<br/>(Desirable)</b>                                                                           | <b>How<br/>Assessed</b>              |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| <b>Education &amp; Qualifications</b> | Sufficient literacy and numeracy to undertake the tasks and duties of the role                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                     | A/I                                  |
| <b>Experience</b>                     | Experience of complaints handling and investigation.<br><br>Experience of producing written correspondence regarding complex and varied matters.<br><br>Experience of working with customers who may be upset, frustrated or angry.<br><br>Experience of supporting, service users, parents, carers and external organisations. through the complaints process<br><br>Experience of managing competing deadlines to strict timescales                                                                                                                                                   | Experience of working in a health or social care setting, working with vulnerable adults, children or young people. | A/I<br><br>A/I<br><br>A/I<br><br>A/I |
| <b>Skills &amp; Abilities</b>         | Analytical skills to investigate, collate and evaluate varied information, contributing to decisions based on own findings.<br><br>Excellent interpersonal skills, including the ability to explain complex issues clearly, sensitively and diplomatically, to a wide range of audiences, both verbally and in writing.<br><br>Ability to manage customer expectations and deliver difficult and contentious messages.<br><br>Ability to manage the relationship and balance the needs of the various parties in a complaint.<br><br>Ability to prepare concise case reports and notes. |                                                                                                                     | A/I<br><br>A/I<br><br>A/I<br><br>A/I |

|                    |                                                                                                                                                              |                                                                                   |     |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----|
|                    | Ability to maintain confidentiality and work on sensitive issues.                                                                                            |                                                                                   | A/I |
|                    | Ability to complete tasks to regularly conflicting deadlines, working under pressure to reprioritise own work, without direct supervision.                   |                                                                                   | A/I |
| Knowledge          | Detailed knowledge of best practice in relation to complaints handling e.g. Getting the Best from Complaints.                                                | A good understanding of social work values, behaviours and agendas.               | A/I |
|                    | Knowledge of relevant legislation, policies and procedures regarding wide-ranging council services, such as safeguarding adults, SEND and school admissions. | Knowledge of the role and remit of the Local Government and Social Care Ombudsman | A/I |
|                    | Knowledge of data protection, sharing requirements and restrictions.                                                                                         |                                                                                   | A/I |
| Work Circumstances | Willing to work flexibly to meet the needs of the service.                                                                                                   |                                                                                   | A/I |
|                    | Willing on occasions to work outside normal hours as directed by the requirements of the service.                                                            |                                                                                   | A/I |

*Abbreviations:* AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

**NB. - Any candidate that meets the criteria of our [Guaranteed Assessment Scheme](#) and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).**

**Our Guaranteed Assessment Scheme supports candidates with disabilities, those who previously been in or currently in care, those that are carers, and those who have served in the Armed Forces as a regular, reserve or cadet.**