

JOB DESCRIPTION

JOB TITLE:	Housing Complaints Coordinator	JE NUMBER: A13579
DIRECTORATE:	Housing Services	BAND: 6
RESPONSIBLE TO:	Housing Strategy and Engagement Manager	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	<p>To ensure that all Housing Service complaints are accurately recorded, acknowledged, correctly assigned and allocated to service managers.</p> <p>To check that complaint responses are checked for clarity, accuracy, completeness and quality.</p> <p>To ensure that learning from complaints is recorded and reported</p> <p>To ensure that complaints actions and responses are followed up and completed</p>	

DUTIES AND RESPONSIBILITIES:

•	Communicate directly with members of the public who have made complaints while demonstrating excellent interpersonal skills. At all times you will need a sympathetic yet objective approach
•	Send out acknowledgements to complaints in the appropriate format in line with policy taking into account any requested reasonable adjustments
•	To review and quality assure responses to complaints that colleagues have drafted. You will therefore need to establish supportive working relationships quickly with colleagues in the Housing Service and other Directorates
•	Record, monitor and report on the progress of complaints and compliance with statutory and corporate procedures as required including monitoring any follow up actions.
•	Ensure complainants and colleagues follow the appropriate complaints policy and procedure within relevant timescales whilst promoting a positive culture of learning from complaints.
•	Recognise and report recommendations for improvements to the Housing Service from through learning from complaints.
•	Provide guidance, advice and training on the complaints system and complaints handling process to managers and housing staff
•	Facilitate the daily operation of the complaints handling system to ensure all complaints enquiries are appropriately allocated and matched to the corresponding area of the business to maximise efficiency and assist in the delivery resolution within complaint policy timescales.
•	To administer and collate all data requirements to facilitate Housing Ombudsman enquiries.

•	To assist in the compiling of the required annual submissions to the Housing Ombudsman and Local Government Ombudsman as required.
•	Advocate for the customer where cases require resolution from other service areas, partners, or external agencies.
•	Take ownership of difficult customer contact, using excellent customer handling skills and judgement to determine the best course of action. Utilise support and escalation routes where necessary. You may be exposed to customers who are aggressive, or distressed. There is a need to deal with these customers in a tactful, courteous, and professional manner.
•	Log enquiries in the Customer Relationship Management System and where relevant, other appropriate ICT systems
•	Support customer engagement activity, the management of complaints and learning from customers.
•	Support the development and presentation of reports relating to complaints and service improvements to elected members and the corporate leadership team.
•	To ensure the Councils safeguarding procedures are followed where appropriate.
•	To work within Council policies and procedures including data protection and financial regulations.
•	To ensure the council's health and safety policies and legal requirements are adhered to.
•	To support the achievement of social inclusion, equality and diversity in both employment and service delivery including the promotion of equality of opportunity
•	Promote and deliver the priorities, values, and objectives of Chesterfield Borough Council at all times
•	To carry out duties as associated with the Housing Strategy and Engagement team may be required to ensure the efficient and effective running of the section.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	X
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You maybe required to carry out those duties at your present workplace or at another council venue	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Housing Complaints Coordinator	JE NUMBER:	A13579
DIRECTORATE:	Housing Services	DATE:	October 2024

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form, Interview, Qualification / Certificates
Essential		
•	Able to deal with highly sensitive subject matters with empathy and understanding	Application Form, Interview
•	Excellent verbal and written communication skills, including the ability to communicate clearly, sensitively, and effectively with people having a broad range of roles and capabilities	Application Form, Interview
•	Practical experience in preparing detailed and accurate reports	Application Form, Interview
•	Ability to integrate into a team and be responsive to the demands of a high-quality housing service	Application Form, Interview
•	Ability to work effectively in a busy working environment, to prioritise workloads and competing demands.	Application Form, Interview
•	Ability to provide guidance and training for Housing Service colleagues	Application Form, Interview
•	Ability to operate ICT system (e.g. Customer relationship Management, Word, Excel, databases) and learn to use a bespoke housing management systems as required	Application form
Desirable		
•	Good working knowledge in relation to information governance, and data protection	Application Form, Interview
•	A good knowledge and experience of complaint handling in a local government setting, particularly within the Ombudsman remit	Application Form, Interview
EXPERIENCE		
Essential		
•	Previous experience of working in a customer focused environment	Application Form, Interview
•	Previous experience working in a team environment	Application Form, Interview
Desirable		

•	Previous experience working in an environment that demands confidentiality and discretion	Application form
•	Housing sector experience	Application form
QUALIFICATIONS		
Essential		
Desirable		
•	Customer Services Qualification	Application form Interview
•	Minimum of 4 GCSE's grade A to C / 9-4, including English and maths or an NVQ 3 or equivalent	Application Form
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the Council's competency standard	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 1		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of</p>	Interview
Level: 1		

	alternative delivery models including digital and partnership approaches wherever possible.	
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence, and knowledge to arrive at accurate, expert, and professional decisions and advice. For all staff it is being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it is about reaching evidence-based strategies, evaluating options, impacts, risks, and solutions, and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level: 1		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 1		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 1		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it is being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it is about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It is also about creating a learning and knowledge culture across the organisation to inform plans and transformational change	Interview
Level: 1		

Delivering Value for Money	<p>Delivering value for money involves the efficient, effective, and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and</p>	<p>Interview</p>
Level: 1	<p>implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they prevent excellent value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs</p>	<p>Interview</p>
Level: 1	<p>and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable, and efficient service, applying programme, project, and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services</p>	
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p>	<p>Interview</p>
Level: 1	<p>For leaders, it is about building a performance culture where staff are given space, authority, and support to deliver outcomes. It is also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly</p>	