

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Housing Service Improvement Officer (Complaints)
Service:	Housing
Team:	Housing Service Improvement
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Service Improvement Manager
Responsible for:	Service Improvement
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<p>To manage and take ownership of investigating and responding to Housing complaints and Councillor and MP enquiries, and collating information about housing matters requested under the Freedom of Information Act, following Council policies and guidance.</p> <p>To identify and share learning from customer complaints and to support teams to ensure that action is taken to improve services provided by Waverley and its contractors.</p>	

To promote excellent complaint handling across the Housing Service in accordance with Waverley's corporate complaints handling policy and procedure, and the requirements of the Housing Ombudsman's Complaint Handling Code and Regulator of Social Housing Consumer Standards.

To monitor and report on complaints handling performance within the Housing Service for all stakeholders including managers, tenant groups and government statistical returns. To contribute to Waverley's Council quarterly performance report.

To monitor and analyse customer satisfaction across the service, making recommendations for service improvements and developing guidance notes and training for staff to minimise reoccurring complaints. In addition they will manage a programme of internal quality checks to monitor performance against policies and procedures.

To be and keep informed of Housing Ombudsman Service spotlight reports and good practice and work with teams to review and self assess against reports.

The post holder will be responsive, innovative and seek out opportunities to create positive change.

MAIN DUTIES AND ACCOUNTABILITIES

- To investigate and respond to Level 1 Housing complaints and resolve them at the earliest opportunity and within the required timescale of 10 working days. To carry out all investigations with an open mind and ensure that all issues raised by the complainant are addressed with reference to any relevant policies, legislation and good practice where appropriate.
- To support the Housing Service Complaints Administrator(s) to ensure that all complaints received are recorded on the complaints database, together with all relevant documentation.
- To work proactively with the Executive Head of Housing, Managers and other colleagues within the Housing Service, and with contractors, to ensure that prompt action is taken to address any lessons learned from complaints to improve service delivery.
- To develop close working relationships with other Housing colleagues, contractors and the Housing Customer Services Team.
- To promote a positive complaint handling culture across the Housing Service, raising awareness of all relevant policies and providing refresher complaints handling training to teams as and when appropriate.
- To work with colleagues in the Housing Customer Services Team to resolve more complex issues raised by customers and to ensure that where appropriate customers are directed to Waverley's complaints procedure.
- To work with colleagues in managing the behaviour of challenging and persistent complainants in accordance with Waverley's policy on dealing with unreasonably persistent complainants and unreasonable complainant behaviour.

- To ensure that appropriate assistance is provided to customers who are vulnerable and who may have special needs.
- To develop a thorough working knowledge of the systems used within the Housing Service for document storage, repairs management and other aspects of service delivery.
- To support the Council's Corporate Complaints Officer in the investigation of Level 2 complaints and preparing responses to Ombudsman enquiries.
- To contribute to the completion of the annual self-assessment against the Housing Ombudsman's Complaints Handling Code.
- To coordinate responses to Freedom of Information requests concerning housing matters.
- To undertake any other tasks as directed by the Executive Head of Housing or other senior managers in the Housing Service.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Level 1 Housing Complaint requiring investigation and response
- To produce monthly and quarterly performance reports
- To identify areas for improvement and internal and external good practice
- The postholder will be required to work across the Housing Service with officers at various levels including directors, heads of service, team leaders, contractors and elected members. The postholder will also be expected to work closely with the Corporate Complaints Officer

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The postholder will be expected to explore all options for resolving complaints at the earliest opportunity thereby avoiding an escalation of the issues raised and any prolonged detriment to the customer.
- The postholder will be in a position to provide senior staff with an essential insight into day-to-day operations within the Housing Service, and to provide data on complaints that can be analysed and used to inform key business decisions that in turn can drive improvement in service provision.

PLANNING/ORGANISING/CONTROLLING

- The postholder will be expected to work with a degree of flexibility and collaboratively across the Housing Service.
- The postholder will be expected to take a methodical and objective approach to the investigation of complaints and to manage their time effectively and efficiently.

CUSTOMERS AND CONTACTS

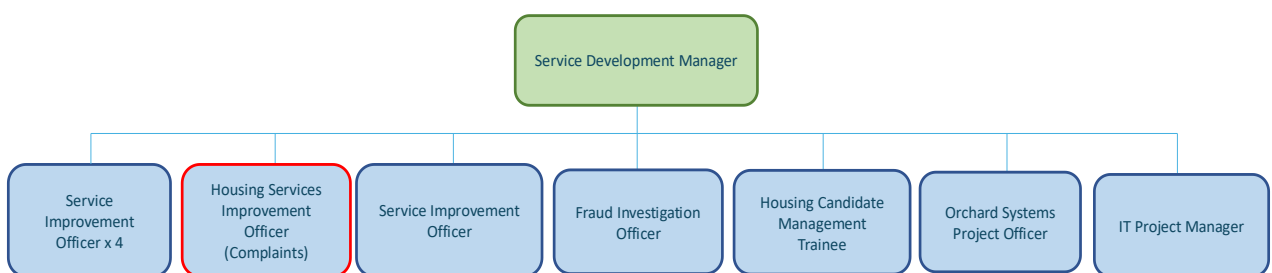
INTERNAL

- Chief Executive, Directors and Heads of Service
- Councilors
- Corporate Complaints Officer
- CSC team leaders and Manager
- Housing Team managers and officers

EXTERNAL

- Contractors
- Customers
- Tenants Panel members
- MPs offices
- Key stakeholders including the Police, CAB, utility companies, SCC officers.
- Other district/borough councils
- Local charities

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Educated to GSCE standard C or above in Math's and English	A	Degree or Equivalent Professional qualification	A
	Working knowledge of Microsoft Office packages (Word, Excel, Outlook)	A/I	Local government experience.	A/I
	Experience of providing services and assistance to a diverse customer group of customers, including vulnerable people, using different channels, including email and telephone, in a busy customer-facing environment	A/I	Experience of working in social housing Experience of improving services for customers.	A/I
KNOWLEDGE /TECHNICAL SKILLS	Substantial experience of delivering services to customers. Experience of driving business and performance improvement. Experience of complaint Handling	A/I/E		
	Ability to use a wide range of IT systems. Demonstrable analytical skills with a focus on data analysis to support problem resolution.	A/I	Awareness of Safeguarding	A/I
	Excellent information gathering and analysis skills to understand whether policy and	A/I		A/I

	process has been followed correctly.			
COMMUNICATION	High levels of written and verbal skills.	A/I		
	Ability to communicate with customers, including those who are vulnerable, who have English as a second language and/or who may be facing difficult circumstances.	A/I		
	<p>Ability to exchange information and positively and interact with colleagues at levels in the organisation</p> <p>Demonstrable ability to establish, maintain, and develop effective working relationships with customers delivery partners and colleagues.</p>	A/I		
CUSTOMER SERVICE	Excellent customer service skills – accurate spoken and written English is essential for the post.	A/I		
	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
TEAM WORKING	Ability to work within a flexible and customer-oriented team environment and provide guidance and supervision to less experienced colleagues as required.	A/I		
	Ability to work with diverse teams to achieve objectives and targets.			
MANAGING SELF AND OTHERS	Ability to manage own work to time and quality standards	A/I		

	Ability to encourage others to work within required time and quality expectations. Acts with integrity. Ability to keep calm under pressure Resilient.			
CAN DO APPROACH / ACHIEVING RESULTS	A positive and proactive attitude towards problem solving.	A/I		
	Ability to identify areas for improvement in all housing service areas and supporting processes.			
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I		
	Full and valid driving license			A
	As required in the role and in accordance with the Business Travel Policy			

* Please note that Waverley Borough Council cannot guarantee to provide you with equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	Housing Service Improvement Officer (Complaints)	Post no:	
Service:	Housing Services	JE score:	
Team:	Housing Service Improvement Team	Pay band:	7
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week

Competencies: (level 1 – 4)	Communication:	3	
	Customer Service:	3	
	Team Working:	3	
	Managing Self and Others:	3	
	Can do approach/Results:	3	
REVIEWED BY:	<i>Matt Alexander</i>	DATE:	30 / 04 / 2024
CHECKED IN:	HR	DATE:	
LAST UPDATED:	T Morgan	DATE:	01/05/2024