

Role Profile

Job Title	Corporate Complaints Officer – Assurance and Public Protection
Location:	2 Bristol Avenue, Colindale, NW9 4EW
Directorate:	Assurance and Public Protection
Service:	Assurance and Business Development
Grade:	Grade F
Salary Range:	£35,628 - £37,794
Reports to:	Corporate Complaints Manager - Assurance and Public Protection

1. Job Purpose:

The Corporate Complaints Officer supports the effective and timely management of corporate and Ombudsman complaints across the Council. The postholder provides advice and guidance to Complaints Link Officers and other colleagues, maintains accurate case and performance information, monitors responses and corrective actions, and helps services use complaint insight to improve resident outcomes.

Working with services, partner organisations, senior officers and the Local Government and Social Care Ombudsman (LGSCO), the postholder promotes compliance with Council policy, relevant statutory guidance and agreed timescales. The role also contributes to the continuous improvement of complaint handling, systems, reporting and organisational learning.

2. Key accountabilities:

Supporting the corporate complaints and LGSCO function

- Support the Corporate Complaints function in its entirety, including the management of corporate complaints and Local Government and Social Care Ombudsman (LGSCO) enquiries, in accordance with local policies and guidance.
- Oversee complaints across the council, supporting directorates to adhere to the council's corporate complaints policy, procedures and LGSCO Code.
- Support the continuous improvement of complaint recording, management and reporting processes, ensuring that all complaints, relevant learning and improvements are accurately recorded on the council's complaints management system.
- Provide day-to-day oversight of corporate and LGSCO complaints using the council's case management system, supporting compliance with the council's standards and timescales.

- Support the administration and management of the council's complaints management system, ensuring the system is fit for purpose, contains high-quality data and continues to offer best value.
- Provide system support for the case management system, including setting up new users and creating and running detailed reports to extract information to support performance reporting.

Corporate complaints responsibilities

- Provide advice and guidance on complaints within the council, acting as a focal point for advice and assistance for complaints handlers in directorates and partner agencies.
- Provide guidance and training in complaints handling and use of the complaints case management system to staff across the organisation.
- Provide advice and support to colleagues regarding the management of unreasonable customer behaviour, dealing with complex and sensitive complaints, and seeking legal and specialist input.
- Develop positive working relationships with services, partner organisations and external agencies, as well as the council's dedicated Complaint Link Officers, to ensure effective complaints handling and implementation of corrective actions.
- Advocate improved approaches to complaints management and service improvement.
- Support the development and review of the complaints service priorities and their delivery.
- Maintain awareness of local and national complaints policy and projects; keep up to date with developments; collaborate and share intelligence; and maintain up-to-date knowledge of relevant legislation and best practice relating to complaints, resident feedback and customer care.
- Administer Corporate Complaints processes, including the Corporate Complaints Team's shared mailbox, case management system and other systems and processes, ensuring enquiries are dealt with in a timely and appropriate manner.
- Advocate and support continuous improvement of the corporate complaints function across the council.

Support adherence to policy and procedures for complaints and LGSCO enquiries

- Support the maintenance of policies, procedures and guidance documents for managing corporate complaints and LGSCO enquiries. Work with the Corporate Complaints Manager to review, update and champion these as necessary.
- Ensure complaints policy and procedures are widely communicated and promote best practice in complaints handling across a range of internal and external stakeholders.
- Investigate and promote opportunities for widening and improving the use of the corporate complaints case management system across the council.
- Manage intranet and website content, ensuring information is updated to reflect current complaints policy and processes.
- Ensure robust cover arrangements are in place for the Corporate Complaints Manager role during periods of extended leave, including use of guidance and handover notes.
- Ensure all LGSCO upheld complaints involving maladministration or injustice are reported to Directors and council committee members.

Liaising with the Senior Management Team

- Where necessary, deputise for the Corporate Complaints Manager, providing expert advice and assistance to senior managers and acting as a first port of call for corporate advice.
- Investigate, resolve, and respond to complaints on behalf of the Chief Executive and senior officers when required.

Resident advocacy

- Advocate for residents, officers, and members to ensure concerns are appropriately considered and resolved.
- Act as a complaints escalation point, handling escalated complaints with appropriate professionalism and confidentiality.
- Think and act innovatively and proactively to improve resident relations and service standards, helping to prevent dissatisfaction and complaints.
- Liaise with residents about their complaints, providing guidance on relevant policy and procedures.
- Support the Corporate Complaints Manager in using expert advice and evidence to engage and support senior managers in continuously improving resident relationships and making recommendations for service and process improvements arising from complaints.

Learning from Complaints and Corrective Actions

- Champion an effective root cause analysis and lessons review approach that can evidence improvements as part of the complaints management process.
- Recommend necessary corrective actions to improve complaint-handling standards, service quality and the resident experience, and actively follow up their implementation.
- Provide advice in the management of concerns and complaints, promoting early resolution and learning from issues raised.
- Manage and respond to enquiries received from the Local Government and Social Care Ombudsman and the Housing Ombudsman on behalf of the council.
- Coordinate learning reviews with key stakeholders following all upheld Ombudsman decisions.

Recording and Reporting

- Support complaints monitoring, including complaints performance, trends, improvement opportunities and risk management.
- Draft regular reports containing meaningful insights drawn from statistical data and qualitative information.
- Draft reports to the performance team on a monthly, quarterly, and ad-hoc basis as required.
- Support services in recording complaints on the council's complaints system correctly, capturing all required information.
- Contribute to the ongoing development of the complaints management system to ensure it remains fit for purpose.

3. Financial Responsibilities:

- The post holder is not a budget manager.

4. Staff Responsibilities

- No line management responsibilities.

5. Health and Safety Responsibilities

- As an employee of the London Borough of Barnet, you are required to:
 - Abide by Barnet's health and safety policy and associated arrangements.
 - Complete mandatory health and safety training.
 - Follow safe systems of work and use devices/guards provided for safety.
 - Wear/use personal protective equipment where issued and instructed to do so, including lone working devices.
 - Report any accidents, incidents or hazards.
 - Take care of your own and others' safety, health and wellbeing.

6. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

7. Flexibility

- In order to deliver the service 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, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

Person Specification

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Level 3 English and numeracy qualification (A Level or equivalent), or equivalent experience.	Essential	Application
Experience & Knowledge		
Highly experienced in resident and customer care within a local government or similar organisation.	Essential	Application/Interview
Understanding and expertise in local government complaints processes.	Essential	Application/Interview
Experience of managing and resolving complaints, including identifying learning to prevent recurrence and improve customer service.	Essential	Application/Interview
Experience of managing a varied workload and competing priorities, responding effectively to the needs of all stakeholders.	Essential	Application/Interview
Proven experience of using and maintaining databases for caseload management, data collection and reporting purposes.	Essential	Application/Interview
Experience of working within a local authority or in a similar organisation/environment or understanding of local authorities and the context in which they operate.	Desirable	Application/Interview

Able to communicate confidently with people at all levels in a professional and friendly manner, demonstrating excellent customer care and communication skills.	Essential	Application/Interview
Highly competent user of Microsoft 365, specifically Microsoft Teams, Word, Excel, PowerPoint and Outlook.	Essential	Application/Interview
Working knowledge of a range of other tools to support tasks, such as Power BI, Power Automate and Copilot.	Desirable	Application/Interview
Experience of prioritising work to meet deadlines whilst producing work in line with policies and/or guidance.	Desirable	Application/Interview
An understanding of local authorities and the context in which they operate.	Essential	Application/Interview
Experience of working independently and as a member of a team.	Essential	Application/Interview
Skill & Ability		
Ability to deliver high-quality, accurate and timely work with minimum supervision, while using judgement to escalate issues when additional support or oversight is required.	Essential	Application/Interview
Able to work independently and under pressure, planning work appropriately to support deadlines and ensure KPIs are met in line with policies and/or guidance.	Essential	Application/Interview
Able to build relationships and communicate effectively with internal and external stakeholders and integrate well into a team.	Essential	Application/Interview
Ability to handle confidential/sensitive information in an appropriate and secure manner.	Essential	Application/Interview
Highly responsive with a can-do attitude and flexible working style.	Essential	Application/Interview
Ability to propose new ways of working to improve customer care and complaints management.	Essential	Application/Interview

Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview

Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview