

## JOB DESCRIPTION

<b>Job Title</b>	Housing Complaints Administration Officer		
<b>Directorate</b>	Community Services		
<b>Reporting to</b>	Housing Performance and Improvement Lead		
<b>Grade</b>	14		
<b>Evaluation ref:</b>	TR0150	<b>Job Family Ref:</b>	
<b>Role purpose</b>			
<p>Deliver an administrative service to support Housing's (HRA) complaint handling service, to provide compliance with the mandatory requirements of the Housing Ombudsman Service and the Regulation for Social Housing Act (2023).</p>			
<b>Responsibilities</b>			
<p>Manage the team email inbox, mailroom post and complaint handling systems to appropriately triage all contact received.</p> <p>Signpost or redirect non-complaint related contact to the correct officer or team for action.</p> <p>Manage all updates on the housing system for the HRA's Customer Liaison List to ensure the safety of staff when visiting residents.</p> <p>Assess and make decisions about the eligibility of all complaints received, in line with the council's Complaint Policy and procedures; including where complaints are directed to the Director or Heads of Service (or those received via an MP or elected member).</p> <p>Reject complaints when they do not trigger the council's Complaints Policy within mandatory Housing Ombudsman timeframes. Take appropriate next steps where required, raise service requests or correctly signpost the service user.</p> <p>Be aware of and apply data protection requirements to all contact received.</p> <p>Ensure complainants are kept informed about the status of their complaint and provide advice. Be aware and empathetic to the sensitivities of the issues raised. Manage difficult and challenging conversations with sometimes vulnerable service users who might have experienced upset and distress.</p> <p>Assign valid formal complaints to the relevant Complaints Officer for investigation and response, within the mandatory Housing Ombudsman Complaint Handling Code timescales.</p> <p>Provide administrative support to the Complaints Officers in assessing risks to service users and assist in managing operational service delivery arrangements as part of risk mitigation.</p> <p>Manage housing databases where resident vulnerabilities have been identified through the complaints process; liaising with the complainant or relevant service area and ensure housing records are correctly updated.</p> <p>Raise all complaint related compensation payments, chase remittance and update housing records accordingly.</p>			

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Manage complaint enquiries from Members (local Councillor or MP) and mitigate the risk of them becoming formal or escalated complaints. Ensure agreed actions are managed and tracked through to completion with the relevant service area. Keep Heads of Service, the Performance Lead, the resident and the appropriate Member up to date with regular progress reports.

Provide support to the Senior Case Manager or Performance Lead with larger complaint related administrative tasks, such as collating and redacting large volumes of information for Housing Ombudsman investigations. Liaise with the relevant central council team to coordinate the provision and redaction of data needed to satisfy FOI and DSAR requests, within regulated timeframes.

Schedule, collate agendas and minute required complaint related meetings with Heads of Service and Service Managers. Support the Senior Case Manager or Performance Lead with monitoring and implementing learning actions plans, working with Heads of Service or Service managers to ensure task owners undertake agreed changes.

Support the Performance Lead in maintaining the relevant section of the council's website to ensure complaint related information is published in line with legal requirements. Manage the collation of monthly complaints performance data for continuous monitoring and service improvements.

Support the Senior Case Manager with project work, such as coordinating and undertaking customer satisfaction surveys and improving our complaint handling performance (a requirement of the Regulator's Tenant Satisfaction Measures).

### Impact

Work to the Housing Ombudsman's Complaint Handling Code and in collaboration with senior managers to ensure the authority's compliance with regulations and legislation, and to promote good practice in complaint handling.

Ensure timescales for complaint handling (both statutory and corporate) and quality and performance standards are adhered to.

Liaise with the central Customer Feedback team and partner agencies to develop and maintain clear channels and processes for listening and responding to concerns and complaints. Ensure a consistent approach to complaint handling and share best practice.

### Knowledge / Experience / Skills

Knowledge	Essential	Desirable	
Ability to provide high quality and accurate administrative support to a busy team with conflicting priorities.	X		
Ability to work with minimal supervision, possess effective workload and time management skills. Able to work to competing deadlines in a regulated environment and see things through to completion.	X		
<b>Experience</b>			
Have experience in a similar administrative role.	X		

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Experience of working in a social housing, local authority or similar (regulated) environment that provides complex services to customers.		X	
Good understanding of data protection procedures and the need for accurate record keeping and data quality.	X		
Knowledge of the regulation of social housing, the Housing Ombudsman Complaint Handling Code, legislation and practices.		X	
<b>Qualifications / Registrations / Certifications</b>			
Educated to GCSE grade 4 and above or equivalent in Maths and English.	X		
Educated to A Level standard or possess an equivalent Level 3 qualification in business administration or similar	X		
CIH Level 3 (or willingness to work towards)		X	
<b>Skills</b>			
Clear communication skills. The ability to explain complex issues to audiences in an accessible way.	X		
Excellent written communication – able to deliver complex and emotive information clearly in writing.	X		
Be well organised and methodical, able to maintain robust housing records and databases.	X		
The ability to develop effective working relationships, both internally and externally. Demonstrating a pragmatic and flexible approach to collaboration and teamwork.	X		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X		
<b>Working Conditions</b>			
Flexible working by agreement.			
<b>Working Arrangements</b>			
Somerset Council's dynamic Working Strategy will be applied to this position.			
<b>Corporate Responsibilities</b>			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: 7<sup>th</sup> January 2025