

Job Description

Job title	Housing Customer Relations Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Housing
Range	MPR 3
Reports to	Housing Strategy and Customer Relations Team Leader

Main purpose of the job:

To take a lead role to investigate and draft responses to complaints, member enquires, Freedom of Information requests and Ombudsman enquiries received by Housing Services.

To ensure complaints, member enquiries, freedom of information and subject access requests are appropriately logged and responded to within Ombudsman and ICO timelines.

To take a lead role for administration of preparation of reports and papers for board meetings in relation to complaints.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

To complete quality checks of complaint responses to ensure that a professional unbiased consideration is applied at all times ensuring our service users are given a fair and equitable response within a measured timeline.

To manage the distribution and responses of complaints and enquiries in relation to Housing Services and ensure effective arrangements are in place to monitor all complaints and enquiries received.

To assist in the drafting of responses to Council Members, Members of Parliament.

To establish positive and constructive relationships with senior and team managers across the service, the Local Government Ombudsman and other relevant departments across the Council.

Promote best practice and sound customer care across the service and use feedback from complaints and enquiries to aid continual service improvement.

To monitor on-going learning from complaints and enquiries.

Ensure customer satisfaction surveys are regularly undertaken in terms of Housing Services Complaints Management.

To assist in the production of monthly and annual analysis reports of complaints received within the service.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Housing Strategy and Customer Relations Team Leader.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Good general level of education with GCSE or equivalent in Maths and English (A - C)

Level B (in addition to level A criteria)

- Evidence of ongoing continuous professional development

Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development
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Knowledge

Level A

- An awareness of GDPR legislation and best practice in relating to information sharing.
- A good understanding of relevant policies and procedures in own area of work
- A general awareness of housing services in the organisation

Level B (in addition to level A criteria)

- A comprehensive understanding of the different housing service functions, and how they relate to each other.
- A good understanding of the requirements set by the Housing Ombudsman and Social Housing Regulator for complaint responses.

Level C (in addition to levels A and B)

- A confident and practical understanding of GDPR legislation as it relates to freedom of information and Service Access Requests.
 - A confident and practical of the different housing services processes and best practice.
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Experience

Level A

- Experience of providing an administrative and/or customer support service.
- Experience of updating records accurately using electronic or hard copy filing systems/databases.
- Experience of undertaking complex minutes and tracking actions.

Level B (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data
- Experience of responding to senior members of staff and elected Council Members.

Level C (in addition to levels A and B)

- Experience of providing general information, advice and guidance on internal procedures relating to complaints, enquiries and information requests.

- Experience of supporting the relevant teams with social media posts in relation to complaints learning and performance.
 - Experience of assisting with the production of reports to improve service delivery.
 - Experience of analysing complaint trends and learning outcomes to support service improvement and the wider complaint handling process.
 - Experience of assisting in the drafting of complaint or enquiry responses.
 - Experience of coaching/supporting others in their role.
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Skills

Level A

- <Ability to use Microsoft Word, Excel, Teams and Outlook.
- Ability to organise and prioritise workload to achieve deadlines.
- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to input data, where care, accuracy, confidentiality and security are important.
- Attention to detail with the ability to proofread.
- Ability to maintain confidentiality at all times.

Level B (in addition to level A criteria)

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.
- Demonstrable ability to explain straightforward tasks to others, where required.
- Demonstrates the ability to deal with considerable levels of work-related pressure.

Level C (in addition to levels A and B)

- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.
- Ability to read and understand complex information to support drafting and quality checking of complaint and enquiry responses.