



Complaints Officer

Level:	Grade 6
Team:	Strategic Services
Reports to:	Complaints Manager

About the job

- Ensure that a proactive approach is taken to ensure that customer's priorities are addressed.
- Identify opportunities to develop the service, devise innovative solutions and assist front line employees in the implementation of good practice.

You'll be trusted to

- Be fully aware of appropriate legislation and statutory requirements and comply with organisational policies and procedures.
- Continually seek opportunities to introduce new working practices that generate efficiencies.
- Contribute to the development and assist with the delivery of customer service excellence across all aspects of the service.
- Ensure that all work is compliant with Vico Home's approach to equal opportunities, data protection, human rights and confidentiality.
- Identify good practice and ensure it is consistently applied across the organisation.
- Deal with all MP responses on behalf of the chief executive, ensuring that a consistent high quality of response and service are delivered.
- Support the Complaints Manager in conducting investigations into complaints.
- Investigate service areas where trends are emerging or intelligence indicates service failure and recommend appropriate action for improvement.
- Contribute to developing working practices that help to engage hard to reach groups.
- Undertake specific project management initiatives as required, relating to policy or service development initiatives.
- Devise and implement training initiatives to support the quality of complaints handling.
- Be responsible for preparing and developing the appropriate service strategies through consultation with relevant stakeholders.
- Provide advice on compliance with the organisation's complaints policy and procedure.

- Identify service development improvements and report recommendations to directors.
- Provide support as requested by governance, strategy and regulation manager to other team members in line with service delivery requirements. and
- Any other duties as directed by the line manager appropriate to the grade and overall purpose of the job.

Who you'll work with

Internal: Vico Homes Board, colleagues, and Neighbourhood Panel Members colleagues,

External: Customers, local authorities, partner agencies, MP constituency officers and the Housing Ombudsman Service,

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent in a Housing related subject	✓		AF/CQ
Significant experience of working with customers, and/or their representative organisations	✓		AF/I
Experience of conducting investigations or audits of services.	✓		AF/I
Experience of working in politically sensitive environments	✓		AF/I
Experience of working within multi-agency and partnership working environments	✓		AF/I
Knowledge of how to conduct an investigation and collect supporting evidence	✓		AF/I
Excellent communication skills with the ability to influence and negotiate with senior managers and Service Directors.	✓		AF/I
Understanding and promotion of inclusive working practices	✓		AF/I
Knowledge and understanding of how to engage with groups of people who may be disadvantaged by mainstream services	✓		AF/I
An understanding of and commitment to diversity and inclusion issues both within the workplace and the community in general.	✓		AF/I
Ability to work collaboratively with a wide range of people, sometimes with conflicting objectives	✓		AF/I
Confident to take the lead when appropriate	✓		AF/I
Ethical approach to handling sensitive information	✓		AF/I
Able to rise to frequent challenges and to recover quickly from disappointment and frustration	✓		AF/I
The post holder may be required to work outside normal office hours on occasion	✓		I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the Vico Homes operating area.	✓		AF/CQ

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Relevant Professional Qualification		✓	AF/CQ
Experience of working with volunteers		✓	AF/I
Knowledge and understanding of Service Delivery and Improvement Plans		✓	AF/I

Key

- AF - Application Form
 I - Interview (this may include a presentation and occupational test where appropriate)
 CQ - Certificate of Qualification