Complaints Officer

Grade 07

**Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and the people of Staffordshire
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

The Customer Feedback & Complaints Team sits within the Corporate Operations team and alongside the Customer Service team, reporting into the Head of Customer Excellence.

Staffordshire County Council’s launched the Customer Experience Strategy in 2025, and its vision is for the customer to be at the heart of what we do, how we act, and what we plan. We aim to create services that anyone can use and show our commitment to customer excellence.

This will be achieved by delivering against the three core pillars that underpin the strategy; Our Leadership, Our People and Our Delivery.

You can read the strategy in full, here: [SCC Customer Experience Strategy 25/27](https://www.staffordshire.gov.uk/Contact-compliments-and-complaints/Documents/Customer-Experience-Strategy-V4.0.pdf)

**About the Role**

As a Complaints Officer, you will support the Complaints Manager in delivering a high-quality complaints service, investigating, and resolving:

* Stage 1 and Stage 2 complaints
* LGSCO enquiries and investigations
* MP enquiries
* Public Enquiries; and more

Work is divided into three key areas; Adult’s, Children’s and Corporate. You will take responsibility for analysing complaints, and managing their response, while ensuring timely and fair resolutions that meet both the Council’s and Ombudsman’s expectations within the Corporate area.

You will also assist in the preparation of detailed reports on key trends, lessons learned, and corrective actions for senior management, helping to drive continuous improvement across the service.

Reporting Relationships

Responsible to: Customer Feedback & Complaints Team Leader

Responsible for: Business Support Officer (Complaints)

Key Accountabilities:

1. To be first point of contact for those wishing to make a complaint about a service provided by or commissioned by the Council with the ability sensitively handle complex complaints of a sensitive nature
2. Extract and assess information from resident and held on electronic records to accurately assess complaints, using analytical skills to make an informed decision on how to appropriately deal with complaints in line with statutory and corporate legislation
3. To accurately record and appropriately allocate incoming complaints, effectively liaising with internal and external partners
4. Initiate monitoring processes, ensuring adherence to statutory and corporate timescales, identifying and escalating breaches where appropriate
5. Maintain bespoke database, ensuring that it is capable of recording relevant complaints data for the collation of statutory reports
6. Supervise administrative processes within the service and provide support to the Business Support Officer as and when required
7. Formulate and produce reports which detail relevant statistical information to be shared with management on a monthly, quarterly and ad-hoc basis
8. Effectively handle matters brought to the attention of the Complaints Team that are not eligible to access the complaints procedures
9. Administer MP And Public Enquiry process in line with agreed procedures in respect of correspondence to the Executives
10. Monitor team inboxes on a regular basis during business hours
11. Demonstrate effective written and verbal communication with internal and external partners

Other Information

This post is designated as a casual.

The post holder will need to meet the travel requirements of the role locally

This post has no political restrictions.

The post holder will be required to work flexibly, including both home and office working. The frequency of which will be determined by your requirement to attend in-person events/meetings at the organisation request.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Possess a Business Administration qualification, NVQ Level 3/4 or equivalent experience. * ICT qualification equivalent to the competency level of ECDL | A  A |
| **employer_small**  **employer_small** | **Knowledge and Experience**   * Knowledge of services provided by the Council * Previous experience in Local Government or other complex organisational setting * Experience of dealing with complaints from members of the public * Excellent planning and organisational skills with an eye for detail and the ability with minimum supervision to:   + prioritise meeting deadlines   + deal with multiple demands on time * Knowledge and understanding of business planning, performance management and control with the capacity to absorb a variety of information quickly and re-interpret as necessary * Committed to enhancing and improving service provision * Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries * Ability to lead and motivate a team and to work effectively as part of a team * Professional and customer focused approach to work * Ability to challenge at all levels and enquire whilst maintaining effective relationships and personal integrity * Experience of using a broad range of software applications including Microsoft applications | A  A  A  I  I  I  I  I  A  A  A |
| **employer_small** | **Skills**   * Possess excellent verbal and written communication skills with the ability to deal with and diffuse sensitive and difficult situations * The ability to manage a complex workload, sometimes unpredictable with conflicting demands, achieve targets and respond flexibly to changing needs and priorities with limited supervision, remain calm under pressure * Excellent interpersonal and communication skills both written and oral with the ability to:   + deal with sensitive and confidential matters   + establish good working relationships with staff and stakeholders at all levels   + challenge and enquire whilst maintaining effective relationships   + high level negotiation and influence skills * Ability to bring an innovative approach to problem solving * Reliable, discrete and confidential with a mature attitude | I  I  A  I  I |

employer_small\*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300