

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT	Transport	POSTHOLDER
SECTION	Programmes and Public Realm	GRADE SO I
POST DESIGNATION	Correspondence Support Officer	

Purpose of Job:

To be responsible to Senior Correspondence Officer:

To lead on the administration, logging and development of databases, e-filing systems, and spreadsheets to aid in the processing of casework, FOIs, and complaints.

Ensuring that responses are within target timescales and reporting any issues to the Senior Correspondence Officer.

Main Duties:

1. Undertake the day-to-day correspondence function to ensure that all new casework, FOI's, complaints, and any other enquiries are logged and sent to the relevant team in a timely and accurate way.
2. Liaise proactively with the various departments advising where necessary to ensure the efficient handling of requests and compliance with statutory timescales.
3. Responsible for monitoring whether response to complaints and enquiries are provided in accordance with the agreed timescales, proposing solutions, improvements to procedures and taking appropriate action where timescales are not complied with.
4. To work alongside the Senior Correspondence Officer in collating data, using the appropriate in-house software, such as Dynamics, Pentana, Excel to pull off monitoring reports weekly/monthly, for presentation to the Senior Management Team. This will include reports for MP, Member, FOIs, and Complaints.
5. Acting as the contact for both internal and external service enquiries to the Directorate including public callers and those generated from the Council website.
6. Maintain a sound knowledge of policy, regulations, central government, and regional agency requirements for performance data relating to complaints, enquiries, and FOIs.
7. Maintain up to date knowledge, interpret and provide proactive input and advice to corporate reviews of complaints, enquiries, and FOI procedures.

8. Work in partnership with other council services, external partners, London wide organisations and government bodies on matters relating to Casework, Complaints and FOI's.
9. Provide department responses to FOI/EIR enquiries, ensuring that responses are quality checked and are in compliance with RBG procedures.
10. Keep abreast of FOI legislation and RBG policies relating to FOI, complaints, and member enquiries. Provide accurate advice to the department on FOI, referring complex matters to senior managers, as appropriate.
11. Support training for officers as required and support the production and review of guidance.
12. Arrange meetings and training sessions, as required, taking notes, circulating, and chasing actions.
13. Support, as required, assignments and projects relating to the work of the department as required to enable continuity of services, commensurate with the post's level.
14. Maintaining and administering an effective e-filing system for all enquiries.
15. Perform duties in compliance with the Council's equal opportunities policy, customer care, management values and health and safety policies. To also have due regard to Data Protection/GDPR policies and to work in line with these.
16. To undertake any additional duties of a similar level of responsibility as may be required from time to time.
17. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
18. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
19. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Designation of the Post to which the post-Holder normally reports to: **Senior Correspondence Officer**