

Person Specification

Job Title	Complaints, Member Enquiries and Information Governance Officer
Grade	POI
Service/Section	Quality Improvement, Complaints & Information Governance Team
Directorate	Children's Services

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Knowledge of complaint handling principles, investigations and resolution processes, including the management of complex and sensitive complaints.	E
Knowledge of Children's Services complaints procedures, including awareness of the statutory Children's Social Care Complaints Process.	E
Knowledge of customer care principles and service improvement through customer feedback.	E
Knowledge of Information Governance legislation and practice, including UK GDPR, Data Protection Act 2018, Freedom of Information Act 2000 and Environmental Information Regulations.	E
Knowledge of Local Government and Social Care Ombudsman processes and requirements.	D
Knowledge of Local Authority functions and decision-making processes.	D
Skills and Abilities	
Excellent written communication skills with the ability to draft high-quality complaint responses, reports and correspondence.	E
Strong analytical and investigative skills with the ability to evaluate evidence and reach sound conclusions.	E
Ability to manage a complex caseload and prioritise competing demands to meet deadlines.	E
Ability to communicate effectively with complainants, senior managers, Members and external agencies.	E
Ability to influence, challenge and support managers to improve complaint responses and service delivery.	E

Ability to identify trends, themes and learning from complaints and translate these into service improvements.	E
Ability to interpret and apply legislation, policies and procedures.	E
Competent user of Microsoft Office applications and case management systems.	E
Ability to handle sensitive and confidential information with discretion.	E
Experience	
Experience of managing and coordinating complaints in a local authority, public sector or similar environment.	E
Experience of investigating complex complaints and producing detailed reports and responses.	E
Experience of working with managers and stakeholders to resolve issues and improve services.	E
Experience of handling confidential and sensitive information.	E
Experience of coordinating responses to Freedom of Information requests, Subject Access Requests or other information rights requests.	E
Experience of Children's Social Care statutory complaints.	D
Experience of responding to Ombudsman enquiries and recommendations.	D
Experience of managing Members' Enquiries.	D
Experience of performance monitoring and reporting.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E