



ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Directorate of Housing and Safer Communities

POSTHOLDER SECTION: Policy, Performance and Service Improvement

GRADE: SO2

POST DESIGNATION Service Improvement Officer

Purpose of Job:

To be responsible for:

- i) Responsible for the handling of customer complaints, member and MP enquiries, statutory enquiries, including Freedom of Information (FOI), Environmental Information Requests (EIR) and Data Protection requests (DPRs).
- ii) Lead and initiate the Directorate's service improvement work and identifying improvements in service.
- iii) Run or support the Housing and Safer Communities Directorate with project work and administrative tasks.

Jointly manages the Service Improvement Assistant.

Main Duties:

- 1) Responsible for the analysis, allocation, administration and collation of all representations in the form of complaints, correspondence, MP and Member enquiries including Ombudsman enquiries, on behalf of the Directorate and Departmental Management Team(DMT). Responsible for producing the departmental procedures and working to corporate procedures.
- 2) Have the responsibility on behalf of the Directorate and DMT; for response and collation, analysing, administering and distribution of records all FOIs, EIR and Data Protection requests according to legislative procedures and corporate guidelines.
- 3) Identify and implement service improvements; researching best practice and make recommendations to managers and DMT to change processes and procedures.

- 4) Monitor all types of the Directorate's casework to ensure all their responses are sent on time and alert DMT and managers of issues with casework or timescales that could bring the Council or the Directorate into disrepute.
- 5) Notify relevant DMT members, managers or staff of urgent and complex complaints or enquiries and assist them in investigating, producing, co-ordinating or refining response, as appropriate, maintaining a high level of service. Make suggestions for resolutions to the relevant Head of Service if it falls outside of current policies and procedures.
- 6) Be the Directorate's lead on the Corporate caseworking system (Covalent/or other) and have responsibility for producing the directorate's logging processes and procedures.
- 7) Run monthly the directorate's Service Improvement Group, setting the agenda, producing all paperwork and identify areas of service improvement and work with teams to implement the changes.
- 8) Responsible for reviewing the procedures and administrative processes in relation to complaints in line with current legislation and guidance, developing, creating or updating policies and systems including those which encourage and facilitate users to express their views; recording these accurately and consistently.
- 9) Produce, analyse, prepare, collate and interpret data; to either produce reports and accessible information, reporting to the Policy and Performance Manager; either for use in communications with the public or to support the planning and decision-making made by the Departmental Management Team and the Director.
- 10) Create and continue to improve systems and procedures to provide information to senior managers, staff and members of the public and outside organisations on a regular basis that will assist in the effective monitoring of services, to inform supervision and quality assurance in order to improve services, review performance and identify potential problem areas.
- 11) Identify potential problem areas in order that remedial action can be taken. Ensure any lessons learnt from complaints and other enquiries are captured and reported on.
- 12) Establish a problem-solving approach to the handling of complaints. Promote, awareness of the complaints procedures to service users and staff, including the production of user friendly information, promoting a culture of responsiveness and openness to individual concerns, problems and complaints, where problems are resolved quickly and to the satisfaction of all parties without recourse to more formal procedures.
- 13) Regularly review the effectiveness of information systems and be responsible for the maintenance of the Directorate's Complaints and Correspondence Logs; including the use of any corporate databases or systems.

- 14) Responsible for the creation of complaints monitoring and performance reports and the collation of data for the Directorate Management Team.
- 15) Develop and run for the Directorate's Mystery Shopping Programme to encourage residents' involvement and analysing information received for presentation to the Directorate Management Team and teams involved. Including designing, developing and running all training packages to residents.
- 16) Supervise and manage the work of the Service Improvement Assistant, reporting to the Policy and Performance Manager and identifying any issues that would have an impact on the reputation on Community Services and the Royal Borough of Greenwich.
- 17) Represent the Directorate and Council at benchmarking and networking events in relation to Service Improvement matters. Work with Policy and Performance Officers to create, oversee and co-ordinate benchmarking projects and surveys with other local authorities and social landlords to promote best practice in complaints handling as well as researching other methods of working within the Directorate.
- 18) Assist the Policy and Performance team members with open days and consultations as required.
- 19) Manage conflicting priorities and demands in the context of constant change depending on the Team's priorities.
- 20) Make full use of IT systems and packages in undertaking the duties of the post including publishing performance management information to the departmental intranet site as HTML, Adobe pdf, Excel spreadsheet, Word document or other format as required.
- 21) To monitor and report on departmental compliance with council's legislation, policies and procedures, especially in regard to equalities legislation.
- 22) Be proactive and aware of your own roles and responsibilities in safeguarding individuals.
- 23) To undertake any other work appropriate to the level and general nature of the post's duties.
- 24) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.

Designation of the Post to which the Post-Holder normally reports to:

Policy and Performance Manager