

Leeds City Council

Job Description

Job Title: Housing Officer - Complaints

Salary:

Service Area: Housing Leeds

Grade: C3

Directorate: Environment and Housing

Date: May 2014

Responsible to: Housing Manager

PURPOSE OF THE JOB

To deliver an efficient, customer focused service which maximises performance levels and achieves continuous improvements in all areas of housing management services

KEY RESPONSIBILITIES:

- To deliver a high quality housing management service, through the effective management of complaints and compliments, and ward member enquiries relating to the Housing Leeds service and where required, the directorate.
- Supervise and manage staff as required
- To deliver a customer focused proactive, responsive and sensitive service to all customers.
- To work with team members to ensure that all complaints and enquiries are progressed to a satisfactory conclusion within target timescales.
- To monitor performance and trend information relating to complaints and provide reports.
- To provide appropriate advice and support to customers.
- To ensure the Council's safeguarding procedures are utilised where appropriate.
- To work in partnership with other Housing Leeds teams to ensure a joined up response is provided to complaints and enquiries.
- Provide support to other Housing Leeds teams to ensure that complaints and enquiries processes are followed.
- To work with partner services, elected members and local communities to deliver and develop services and improvements in service delivery.
- To contribute to the development, review and improvement of policies and strategies in line with current legislation and best practice.
- To work within Council policies and procedures, including data protection and financial regulations.
- To ensure the Council's health and safety policies are adhered to.
- Work flexibly to meet service requirements.
- To support the achievement of equality and diversity in both employment and service delivery, including the promotion of equality of opportunity.
- Promote and deliver the priorities, values and objectives of Leeds City Council at all times.

Economic Conditions:

Annual Leave: 24 days increasing to 29 days for 5 years local government service pro rata plus statutory holidays
Hours: 37 hours per week
Flexitime: Eligible to participate in flexi-time scheme
Conditions of Service: NJC Conditions apply

Prospects

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas

of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Relationships: The post holder will work closely with colleagues within Housing Leeds and will also be required to maintain effective relationships with staff at all levels within the Directorate, other Council departments, Elected Members, external agencies and the general public.

Qualifications

Physical Conditions The post holder may be based at any Leeds City Council office and may require working to the Council's 'changing the workplace' working style. - Leeds City Council has a no smoking policy.

Job Description Content Prepared / Reviewed by: Name; Julie Carter -	Confirmation Job Evaluation Undertaken Name:
Designation HRBP Date: 06/08/14	Designation: Date:

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds. Prior to the Interview we will request your References. Failure to obtain both references may result in your interview being withdrawn.

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

1. Qualifications and Knowledge	Ess	Des	MoA
Knowledge of the role of the Council Housing Service and its responsibilities in managing homes and communities.	X		
Knowledge of current housing issues, legislation, policies and local strategies and initiatives.	X		
Awareness of customer engagement opportunities, enabling customers to help design and evaluate services.	X		
A good understanding of equality issues in the day to day delivery of services.	X		
Knowledge of the Council's Allocations and Lettings procedures.	X		
Knowledge of effective income management practices.	X		
Knowledge of a range of effective anti-social behaviour remedies and best practice.	X		
Awareness of how social and environmental conditions affect quality of life.	X		

2. Specific Skills and Competencies	Ess	Des	MoA
To be able to communicate effectively with customers, colleagues, elected members and all other partners	X		
To be able to use a wide range of communication tools appropriate to the customers preferred method.	X		
To be able to show empathy, act tactfully and sympathetically with customers over a range of issues	X		

Able to supervise and manage colleagues			
To be able to manage competing demands and priorities to meet deadlines.	X		
To be able to make objective decisions in the interests of achieving local priorities.	X		
To be able to input, maintain and retrieve information accurately from a variety of sources.	X		
To be able to objectively investigate and clearly report (in writing or verbally) on a range of issues.	X		
To work within budgets.	X		
Ability to adapt behaviours to achieve positive outcomes	X		
3. Experience	Ess	Des	MoA
Experience of working with other agencies to achieve positive outcomes for customers.	x		
Experience of supervising colleagues			
Experience of taking and responding to a broad range of customer enquiries.	x		
Experience of playing a key role within a community.		x	
Experience of the working with the public.	x		
Experience of working to deadlines and adapting to competing priorities	x		
Experience of working in a busy customer focussed team.	x		
Experience of working with a range of computer software packages including Microsoft Office	x		
4. Behavioural	Ess	Des	MoA
Demonstrate a commitment to Council Values			
Positive and flexible approach to change			
Commitment to maintaining a healthy and safe environment			
Willing to support and promote equality and diversity			
Commitment to providing excellent service to customers			
Commitment to personal learning and development			