

Job Description

Job Title	Senior Complaints & Appeals Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	7
Competency Level	3
Salary	£42,123 – £47,665
Job Type	Hybrid
Location	Cunard
Disclosure and barring service (DBS)	Yes
Job Evaluation Ref No	A9687

Job Purpose

To lead a team of officers in the facilitation of responses and administration of MP and Councillor enquiries, Complaints, Appeals, Ombudsman responses for Transactional Services functions. Providing information, analysis and support to senior managers with efficient administration, management, supervision of service delivery. To develop, manage and at all times deliver a quality service to residents and businesses with change, innovation and continuous improvement being the driving themes.

Directly Responsible For:

The role is directly responsible for the following posts

Complaints and Appeals Officer x 13

Directly Responsible To:

Transactional Services Development, Contract & Liaison Lead

Main Areas of Responsibility:

- Provide clear and inspiring leadership to the Complaints and Appeals Team
- To deliver first class service to all MPs, Councillors, residents and companies. Taking an active and leading role in the management of the service and support efforts to bring about continuous improvement across the service
- Facilitate responses to MP and Councillor enquiries, complaints, disputes, reviews and appeals for all functions of transactional services in a timely manner providing monthly reporting and attending liaison meetings where appropriate
- Facilitating the administration of Discretionary Housing Payments in a timely manner providing monthly reporting and attending liaison meetings where appropriate
- Attend meetings, court and tribunals to represent the Council as and when required
- Support the development of a service improvement plan in response to complaint analysis
- Support Senior Managers in the management, supervision and operational service delivery
- Ensure all processes and procedures are set to maximise income to the council
- Ensuring that work is carried out in accordance with relevant legislation, City Council policy/guidance, and the City Council's policies and procedures

- To contribute to the process of continually improving customer access, quality, cost effective services and promotes a positive image of the City Council
- Ensure performance is monitored, agreed standards achieved and maintained and quality standards met or exceeded
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information
- Take steps to ensure Billing and Collection of Council Tax is safeguarded and fraud is prevented and detected wherever possible. Work co-operatively with investigators, other staff and other organisations to tackle fraud and other fraud, maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour
- To assist with the development and maintenance of procedures and codes of working practice to form part of a comprehensive quality approach to service delivery
- Take all necessary steps to ensure that the provision of Data Protection Act and related legislation are observed to protect the dignity and rights of the individual
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and that of direct reports
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To undertake other duties and responsibilities commensurate with the grade of the post and work within the council's commitment to equal opportunities and customer service. This may entail working from other locations

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- There are no physical demands aligned with this role

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to A level standard or equivalent (A)

Desirable

- IRRV Full Professional Qualification
- Management Qualification

Experience

Essential

- Experience of working within a Revenues & Benefits function in a large Council (A)
- Knowledge of appropriate legislation pertaining to the role (A/I)
- Experience of attending valuation tribunal hearings (A)
- Direct experience of managing and supervising staff at a senior level, including performance and productivity monitoring, training and negotiating skills (A/I)
- Experience of delivering training (A)
- Experience of monitoring and developing internal controls (A)
- Experience of working with external and internal organisations to achieve effective service delivery (A/I)

- Experience of directly contributing to the formulation, development and implementation of policy and practice (A/I)
- Experience of reporting to committees, boards, steering groups etc (A)
- Knowledge and understanding of city council services (A/I)

Skills/Abilities

Essential

- Ability to make decisions relating to the administration of Council Tax (A/I)
- Ability to communicate orally and in writing with a wide range of people (A)
- Ability to implement and manage change (A/I)
- Ability to motivate and manage staff to achieve results whilst promoting and sustaining good working relationships (A/I)
- Ability to produce and present clear procedural guidelines and reviews of every aspect of the service as required (A/I)
- Ability to provide leadership (A/I)
- Ability to produce accurate and timely management, financial and statistical information as required (A)

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practices (A)
- Providing a quality service to meet customer needs (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level.