Job Description

Job Title	Complaints and Appeals Officer
Directorate	Finance and Resources
Service Area	Transactional Services
Grade	6
Competency Level	2
Salary	£36,581 - £41,177
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS and Baseline Personnel Security Standard
Job Evaluation Ref No	A9708

Job Purpose

To work on a multifunctional team delivering quality service in facilitating responses to MP enquiries, Councillor correspondence alongside dealing with complaints and appeals related work for the Revenues and Benefits Teams within Transactional Services.

To deliver a quality service to customers assisting in supporting the development of effective Officers. Always maintaining the highest level of customer service at all times, placing customers at the heart of the operation

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Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Complaints and Appeals Officer

Main Areas of Responsibility:

- To deliver quality service in dealing with disputes, reviews, complaints and appeals related work. To provide training and support as required, delivering enhanced performance and maintaining the highest level of customer service at all times, placing customers at the heart of the operation
- Ensuring that work is carried out in accordance with relevant legislation and City Council objectives. Working on all types of cases, including complex areas involving the application of law and policy
- To review decisions around discounts/exemptions/awards and financial assessments relating to Transactional Services including; Housing Benefit, Council Tax Business Rates Council Tax Support, Education Awards, Discretionary Housing Payments, Social Care Charging and personal budgets, and Liverpool Citizens Support Scheme
- To make decisions on Discretionary Housing Payment applications in a timely manner
- Attend meetings, court and tribunals to represent the Council as and when require
- To work as part of a team, delivering support and coaching to staff within Transactional Services
- Ensuring that work is carried out in accordance with relevant legislation and City Council objectives

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- Through improved liaison help to establish an effective communication network within the community and other agencies to achieve engagement and consultation
- Take steps to safeguard benefit expenditure, prevent and detect fraud wherever possible. Work co-operatively with investigators, other staff and other organisations to tackle benefit fraud and other fraud, maintaining standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour
- To contribute to the process of continually improving customer access to quality, cost effective services and promote a positive image of the Council, working as part of an integrated team
- To assist with delivering the Council's commitment to Best Value and customer service
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information.
- 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. Develop and maintain procedures and codes of working practice that enhance quality
- To participate in all aspects of training and development to improve personal skills. To identify and address staff training needs, developing staff to continually improve effectiveness and efficiency of service delivery
- To undertake any other duties and responsibilities within the grade of the post and work within the Council's commitment to equal opportunities and customer service
- 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 on the Complaints & Appeal Team at the time of writing

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Supervision and Management Responsibility:

- Not applicable

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:

- The post holder will be required to use display screen equipment and sit at a computer desk for prolonged periods of time

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

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- 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: **Level 2**.

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.

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Person Specification

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

Qualification and training

Essential

- Educated to at least A level standard or equivalent qualification/experience (A/I)
- Maths and English GCSE or equivalent experience (A/I)

Desirable

- IRRV qualification

Experience

Essential

- Extensive knowledge of Local Taxes and Housing Benefits legislation (A/I)
- Experience of producing quality responses to complaints & appeals (A/I)
- Experience of dealing with MP/Councillor correspondence in a similar environment (A/I)
- Experience of attending Valuation Tribunals (A)
- Experience of working with external and internal organisations to achieve effective service delivery (A/I)
- Understanding of Best Value and quality service delivery (A)
- Experience of presenting and arguing a valid case (i.e. assertiveness) at Tribunals and other hearings (A/I)

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Desirable

- Extensive knowledge of the core systems – NEC (RBLIVE), NEC Document Management - and be able to process complex cases using these systems

Skills/Abilities

Essential

- Ability to communicate orally and in writing with individuals, customers, committees, boards, tribunals, internal and external agencies at the highest level (A)
- Ability to resolve complex queries at all levels both on core systems and from enquiries (A/I)
- Ability to work under pressure, to deadlines and under own initiative (A/I)
- Ability to build relationships and to communicate with key people (A)
- Ability to produce and present clear procedural guidelines and reviews of every aspect of the service as required (A)
- Ability to motivate and improve staff to achieve improved decision making whilst promoting and sustaining good working relationships (A)
- Ability to mentor and support individuals across the service (A/I)
- Ability to maintain and develop monitoring systems and internal controls to analyse and review performance and trends (A)
- Ability to implement and manage change within the team (A)

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Commitment

Essential

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

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Availability to work from any location in Liverpool (A/I)
- Willingness to give and receive training as and when required (A/I)

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