

PERSON SPECIFICATION

H289 – Housing Complaints Officer

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Must be highly motivated and enthusiastic	E	1,3
Personal Skills	Ability to work within a diverse team	E	1,3
Personal Skills	Excellent communication and interpersonal skills, both written and verbal	E	1,2,3
Personal Skills	Organisational skills to take on a wide range of issues and tasks at the same time	E	1,3
Personal Skills	Strong analytical skills to gather and analyse information and data from a variety of sources	E	1,3
Personal Skills	Customer focused with a polite and empathetic demeanour, and a genuine passion for excellent customer service	E	1,3
Personal Skills	Excellent problem solving skills with a proactive and positive approach to dispute resolution	E	1,3
Personal Skills	Ability to pay attention to detail and deal with difficult and challenging situations sensitively and tactfully	E	1,3
Personal Skills	Ability to manage workload and work to tight deadlines in a fast-paced environment	E	1,2,4
Personal Skills	Record keeping skills	E	1,3
Personal Skills	Confidence to contact complainants to discuss their complaints and having challenging conversations.	E	1,2,3
Experience	Working in a complaint handling role with an ability to analyse complex complaints, customer feedback and evidence findings.	E	1
Experience	Working with departments and/or stakeholders to drive service improvements	E	1,3
Experience	Handling and resolving complex or multi-faceted service-related complaints	E	1,3
Experience	Producing reports and presenting them to senior managers, stakeholders and residents in an appropriate format	E	1,3
Experience	Experience working in a social housing or local authority environment	D	1,3
Experience	Proven track record of delivering successful outcomes within challenging deadlines	E	1,3
Attainments/Qualifications	Relevant degree and/or professional qualification or relevant work in housing	E	1,4
Attainments/Qualifications	Qualification or relevant experience in complaint handling or customer service	D	1,4
Knowledge	Knowledge and understanding of Housing complaint processes and associated legislation and policies	E	1,3
Knowledge	Providing excellent customer service	E	1,3

Specification Type	Additional/changed requirements	E/D	Measure
Knowledge	Knowledge of the Housing and Local Government Ombudsman's role within a Local Authority setting relating to complaints management	E	1,3
Knowledge	Knowledge of identifying service improvements as a result of feedback, service failures and complaints	E	1,3
Knowledge	Knowledge of the Housing Ombudsman's Complaint Handling Code	D	1,3
Knowledge	Ability to use Microsoft Packages and be computer literate	E	1,3
Special Requirements	Able to work outside office hours, including evening meetings	E	3

Car Allowance: This post does not carry a designated car user status.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]