



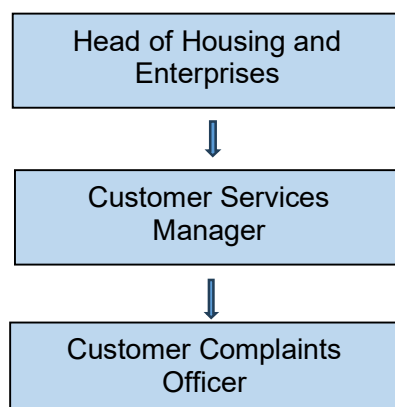
## Role Profile

### Job Description

**Job Title:** Customer Complaints Officer  
**Department:** Customer Services  
**Salary:** Band E, Scalepoints 24-26 (£36,764 - £41,263 per annum)  
**Responsible to:** Customer Services Manager

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### Organisational Structure



### Main purpose of post:

The Customer Complaints Officer will be responsible for investigating complaints for all areas of Hillcrest in a fair and impartial manner. The officer will have overall responsibility for investigating complex complaints and Stage 2 complaints in accordance with regulatory guidance and timescales.

The officer will seek to resolve customer complaints, support the continuous improvement of complaints performance, carry out quality assurance checks and identify areas of improvement to ensure an excellent customer experience.

The officer will produce well documented, professional, customer friendly complaint reports and outcome letters ensuring accuracy and attention to detail.

They will contribute at an operational level playing a key role in ensuring effective delivery of the complaints function.

**Main Duties and Responsibilities:**

1. Conduct complaint investigations in line with the Scottish Public Sector Ombudsman (SPSO) Model Complaints Handling Procedure, ensuring target timescales are achieved.
2. Take ownership of the complaint from start to closure, ensuring excellent customer service is provided when interacting with the complainant.
3. Provide a responsive, empathetic and inclusive approach across all communication channels including, telephone, written or face to face.
4. Prepare well documented, professional, customer friendly complaint reports, records of meetings and outcome letters.
5. Collaborate with internal teams to ensure openness and transparency when investigating complaints. Identify and agree on learning outcomes that are meaningful and achievable.
6. Stay informed of any changes to good practice, procedure or regulatory requirements and ensure they are acted on and implemented.
7. Carry out regular quality assurance checks to ensure that complaint policies and procedures are implemented and adhered to and highlight any gaps or inconsistencies.
8. Provide expert advice and support to staff on complaints handling, investigations, compensation payments, or other redress
9. Analyse complaints data, identify trends and insight and produce reports on complaints performance.
10. Develop and deliver a comprehensive training programme for Hillcrest staff on complaints handling.
11. Maintain knowledge of regulatory requirements and escalate any matters that have regulatory, reputational or financial risk.
12. Liaise with the SPSO on escalated complaints and compile information as requested.
13. Line management responsibilities as required.
14. Attend complaints network meetings and any other external meetings as required.
15. Undertake internal investigations required for Hillcrest including HR investigations when deemed appropriate.
16. Conduct investigations in a lawful manner and maintain confidentiality, data protection and safeguarding of vulnerable people.

**Any Other Duties:**

**The post holder may be required to perform duties other than those given in the job description for the post.**

**Person Specification – Customer Complaints Officer**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>	Hold an appropriate qualification equivalent to a minimum of Level 7 of the <a href="#">SCQF Framework</a> or have equivalent relevant experience		Application Form Qualification Certificate
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of complaints investigation within a regulatory environment</li> <li>• Previous experience in writing quality reports</li> <li>• Proven record of delivering excellent customer service</li> <li>• Experience of identifying areas of learning and initiating improvements</li> <li>• Experience of interpreting statistical information and interrogating data to support reports</li> <li>• Experience of using IT applications, including excel, and ability to learn new systems</li> <li>• Demonstrable experience of working to set target.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of investigating complaints of a similar complex level</li> <li>• Previous experience of working in a housing association environment</li> </ul>	Application Form To evidence at Interview
<b>Proven Competencies</b>	<ul style="list-style-type: none"> <li>• Be able to evidence excellent, written and verbal communication skills</li> <li>• Excellent listening skills</li> <li>• Able to develop and maintain positive working relationships</li> <li>• Ability to use a problem-solving approach to respond positively to enquiries</li> <li>• Be able to demonstrate an ability to work autonomously and meet deadlines</li> <li>• Able to demonstrate planning and organisational skills</li> <li>• Able to demonstrate understanding of the model complaints handling procedure</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of recognising areas for improvement</li> <li>• Ability to train staff</li> </ul>	Application Form To evidence at Interview References for verification Test / Written Exercise

	<ul style="list-style-type: none"> <li>• Knowledge of Data Protection, Equalities &amp; Diversity</li> </ul>		
<b>Role Specific Requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to travel across all Hillcrest local authority areas as required</li> <li>• Promoting equality, embracing diversity and treating everyone with respect whilst maintaining confidentiality</li> <li>• Empathy, tact, diplomacy and confidentiality when dealing with complaints</li> </ul>		To evidence at Interview References for verification
<b>Additional Role Specific Requirements</b>	<ul style="list-style-type: none"> <li>• Driving Licence</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to work outwith normal hours if required to meet the needs of our customers.</li> </ul>	

### **CONDITIONS OF SERVICE**

<b>Hours:</b>	Hours are <b>35.25 hours</b> per week. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.
<b>Contract:</b>	<b>Permanent</b> Post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
<b>Band and Salary:</b>	This post is Band E, Scalepoints 24-26. Salaries are paid monthly, directly into a bank account of your choice. The salary for the post of Customer Complaints Officer is <b>£36,764-£41,263 per annum</b> . It is policy to commence on the first point of the salary scale unless, at the Manager's discretion, an alternative agreement is reached.
<b>Pension:</b>	Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme. Further details of the scheme are available from the payroll team.  Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation's contribution is 8.5%.
<b>Health Plan:</b>	Employee's are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave:** **Leave year runs from 1<sup>st</sup> January - 31<sup>st</sup> December.** Annual Leave entitlement is 225.6 hours per annum (6.4 weeks), rising to 260.85 hours (7.4 weeks) over a 5 year period. 5 days public holidays have been included in this annual leave entitlement. Managers will commence on 260.85 hours. You are required to retain 35.25 hours annual leave (or part time equivalent) to cover the shutdown period over Christmas and New Year.  
**Annual leave is calculated on a pro rata basis for part time staff.**

**General:** Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are outwith the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of Offenders Act 1974:** If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk) and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**Equal Opportunities:**

Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:**

Please forward applications before the closing date.