

Strategy Directorate

Complaints, FOI and Member Enquiries
Officer
Job Description and Person Specification

June 2017

Job Description

Job Title:	Complaints, Freedom of Information and Member Enquires Officer
Department:	Strategy Directorate
Function:	Strategy Team
Team:	Strategy
Post number:	SC0006
Grade:	LBR10
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36/52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Complaints, FOI and members Enquiries Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	<p>This is an exciting time to be working for the London Borough of Redbridge. With a new management team we are renewing the way we work to create an innovative council and a thriving borough. The Strategy Directorate is at the heart of this. Our policy team is made up of a flexible pool of multiskilled staff able to support a wide range of projects across the council. These will range from traditional policy work to supporting service redesign, commissioning services from partners and driving the council's performance and equalities agendas.</p> <p>Providing effect management of Complaints, Freedom of Information (FOI), Member Enquiries and Subject Access Requests (SARs) is an important part of the team's work: ensuring the Council complies with its statutory responsibilities in responding to complaints and requests for information from the public and members fully, limits any damage to the Council's reputation that could occur if responses are not dealt with on time or information is not supplied in full.</p> <p>The main purpose of this role is to support the Corporate Complaints, FOI Manager and Member Enquires through:</p> <ul style="list-style-type: none"> • Ensuring all Complaints, FOI, Member Enquires and SAR requests that come into the Council are dealt with effectively; • Logging and processing all complaints, FOI, Member Enquires and SARs requests and coordinating responses to Corporate FOI requests; • Ensuring good customer relations with managers, Members, staff and members of the public, press and third party organisations; • Contributing to the continual improvement and development of the Complaints, FOI, Member Enquires and SARs service both internally and externally; • Provide advice and guidance to service managers on best practice in responding to complaints, FOIs, SARs and Member enquires.
Key external contacts: <i>Organisations</i>	Members of the Public Press Companies and businesses

Key internal contacts: <i>Job titles or groups of staff</i>	Service Area FOI Coordinators and managers Chief Officers Management Board Elected Members
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	N/A
Key areas for decision making:	<ul style="list-style-type: none"> • Ensuring a high standard of investigation and response in relation to complaints, FOI, Members enquires and SARs. • Advising colleagues on the appropriate legislation in relation to the handling of complaints, FOIs, Member enquires and SARs. • Deciding which service area(s) hold the information needed to respond to Complaints, FOI, Member Enquires and SAR requests • Deciding whether service areas have provided complete responses to Complaints, FOI, Member Enquires and SAR requests, and when to ask them for further information • Providing the right advice and guidance to queries from the public, colleagues and Members in relation to complaints, FOI.
Other considerations: <i>E.g. working patterns</i>	N/A

Key accountabilities and result areas:	Key elements:
Supporting the Councils approach to complaints, FOIs, Member Enquires and SARs.	<p>This will involve:</p> <ul style="list-style-type: none"> • Deputise for the Complaint, FOI and Member Enquires Manager on issues related to complaints Freedom of Information, SARs and Member Enquires issues • Work with the Corporate Complaints and FOI Manager in developing and implementing Council wide FOI policies and procedures. • Provide specialised support and advice to service areas, Members and the public on making and responding to complaints, FOIs, SARs and Member enquiries. • Working with directorates to ensure the effective implementation of the complaints, FOI and members enquires IT system. • Providing professional advice in relation to legalisation relevant to the handling of complaints, FOI, Member enquires and SARs. • Ensure timely responses for corporate complaints, FOI requests, SARs and Member Enquires from service areas and when appropriate escalate with relevant officers, including Directors and the Chief Executive. • Liaise with Legal Services to apply exemptions correctly to requests for corporate responses. • Service meetings of the joint Complaints/Freedom of Information Co-ordinators Group including note taking and producing minutes • Attend workshops, seminars and briefings on behalf of the Complaints and FOI Manager and produce briefings. • Ensure up to date public information is available to the public on how to make a complaint, FOI and SAR via a variety of channels including updating relevant pages on the council's website. • Contribute towards the maintenance of the publication scheme and information on the council's website.

	<ul style="list-style-type: none"> • Liaise with individuals/groups (customers/suppliers/government bodies/external partners) to ensure objectives are met, which will include clarifying information requests; confirming the information held by external bodies; checking the completeness of proposed responses and directing customers to the correct external information sources. • Log complaints, FOI, SARs and Member enquire requests on a central system and issue acknowledgements. • Issue responses to corporate requests and record them on central systems. • Undertake file audits. • Produce weekly Management Board report as required for complaints, FOI and Members enquires. • Operate and utilise information and communications technology (ICT) as appropriate to the post's area of responsibility and assist with identifying and developing new ICT applications that would improve the efficiency of the service • Keep abreast of professional developments, legislative changes and best practice, attending continuing professional development courses as appropriate and applying updated knowledge to existing work programmes
General Business Support Duties	<p>This will involve:</p> <ol style="list-style-type: none"> 1. If required assist the Business Support Officer in carrying out various administrative functions for the Strategy Directorate, including raising orders and goods receipting. 2. Update the intranet and internet pages for the Strategy Directorate, including events information.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the Borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.

Equalities	This will involve: <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Complaints, FOI and Member Enquires Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	5 GCSE subjects or similar including English	A-I	2
	The ability to increase depth of knowledge and understanding of an area to respond to complex problems or situations	A-I	3

Working Together	<ul style="list-style-type: none"> • Builds rapport with partners (internal and external) to allow them to deliver services together • Sensitive to and respectful of local values and customs when dealing with partners and customers 	A-I	2
<i>For those with managerial responsibility</i> Leadership			
Managing and developing people			
Special conditions:			
Signature of Employee:	Name:	Date:	