



## ADUR & WORTHING COUNCILS

### Job Description

<b>Authority:</b>	ADC
<b>Directorate:</b>	Communities
<b>Section:</b>	Housing
<b>Post Title:</b>	Complaints & Enquiries Assistant
<b>Post Number:</b>	
<b>Accountable to:</b>	Resources and Performance Team Leader
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	Council staff and managers, elected members and MPs, customers, contractors, other stakeholders
<b>Meetings attended on a regular basis:</b>	Complaints meetings, Team meetings, 1:1s,
<b>Work style</b>	Flexible

#### Principal purpose of job (role summary)

To research, analyse and draft high quality responses, within timescales, to stage 1 formal complaints, Members' enquiries, Freedom of Information Requests, Subject Access Requests and other enquiries.

#### Main duties, tasks and responsibilities of post holder

1. Develop a comprehensive understanding of processes, policies and procedures in order to prepare high quality and timely responses to formal complaints, Member and MP enquiries, Freedom of Information Requests, Subject Access Requests and other enquiries as may be allocated from time to time.
2. Investigate the history of complaints and enquiries to ascertain the timeline of events and where any problems have arisen. This will involve interrogating various computer systems, talking to customers, staff, managers and contractors, and occasionally making site visits.
3. Draft responses for managers to send, within set deadlines, which sets out whether the complaint is upheld and the reasons for it, including what is being done to improve where appropriate.

4. Keep a log of issues with processes, policies, procedures and behaviours identified through investigations so that patterns can be recognised, lessons learned and improvements implemented.
5. Ensure responses to complaints and enquiries are recorded and uploaded to the relevant systems.
8. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
9. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
10. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
11. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.