

Title Complaints, mediation and information officer	Department Resources	Post Ref.
Job Purpose To process, investigate and resolve complaints in accordance with the Council's policies and procedures. To carry out requirements to handle requests for information under the relevant acts and regulations (Freedom of Information FOI, Environmental Information Regulations EIR, Data Protection DPA).		
Key Responsibilities <ol style="list-style-type: none"> 1. To investigate and prepare written reports on complaints and make recommendations for action necessary to resolve issues. 2. To mediate between complainants and the Authority to achieve a mutually acceptable resolutions to complaints at the earliest possible stage of the relevant complaints processes. 3. To manage own case work under the Freedom of Information Act (FOIA), the Environmental Information Regulations (EIR) and the Data Protection Act (DPA) in compliance with statutory timeframes. 4. To clarify analyse and interpret information requests to ensure accurate response given and liaising with requester and managers as necessary. 5. To manage the FOI exemption process liaising with senior managers as necessary. 6. To make decisions regarding the redaction and preparation of information for release under the access to information legislation, ensuring the release of accurate and good quality information. 	Key Accountabilities <ol style="list-style-type: none"> 1. To contribute to achieving high levels of performance in relation to complaints and information request handling. 2. To adhere to timescales in relation to complaints and information request handling. 3. To be accountable to Senior Practitioner for complaints and information request handling. 4. Meet performance targets 	

<p>7. To highlight any practice and/or policy issues emerging as a result of complaints work undertaken.</p> <p>8. To attend complaints review panels as necessary, to present investigation findings.</p> <p>9. To process complaints in accordance with relevant procedures and within the relevant timescales.</p> <p>10. To liaise with, advise and assist managers within the Authority to respond to and resolve complaints.</p> <p>11. To contribute to the development, implementation and maintenance of processes, procedures and protocols in relation to complaints and information request functions.</p> <p>12. To give specialist advice to managers and officers dealing with requests under the Freedom of Information Act, the Environmental Information Regulations and the Data Protection Act.</p> <p>13. To provide specialist training for managers and staff across the authority in relation to information request and complaints handling.</p> <p>14. To develop and maintain positive relationships with team colleagues managers and staff across the Council</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification**Education and Knowledge**

1. Educated to degree level standard (and/ or holds recognised relevant qualification).
2. Detailed knowledge and experience of working to statutory complaints procedures preferably within a local authority setting.
3. Experience and knowledge of the legislation in respect of FOIA, EIR, DPA/GPDR
4. Knowledge and awareness of legislation policy and procedure in relation to a range of services offered by the Council.
5. Understand of the principles of risk management, safeguarding procedures and HR processes
6. Evidence of producing high quality standard of written and verbal communication skills
7. Recognised mediation qualification-preferred

Experience

11. Experience (minimum of 2 years) in working to deadlines and managing caseload.
12. Experience of working with senior managers in the Authority.
13. Experience (minimum of 2 years) of working with members of the public / service users or 3 years experience in a relevant area of work
14. Experience of report writing and/or presentations
15. Evidence of continued professional development

Personal skills and general competencies

8. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.
9. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
10. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available.
11. Ability to meet agreed objectives and delivery targets by the effective use of resources.
12. Ability to mediate, negotiate and manage conflict.

Tier 7 – Experienced / Professional Staff

<p>Role Dimensions</p> <p>17. Core area of responsibility: complaints handling and resolution, and information request handling in accordance with policies and procedures.</p> <p>18. No financial responsibility</p> <p>19. No direct reports</p> <p><i>Please attach a structure chart</i></p>	

Date