

SPSO CSA OFFICER JOB DESCRIPTION

Reports to: Head of Improvement, Standards and Engagement (HoISE) **Location:** Edinburgh

Job purpose: Supporting the HoISE to work with a range of sectors including Local Government, Housing and Health to promote good complaints handling through compliance with model Complaints Handling Procedures and to demonstrate learning and improvement from complaints to improve services.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
Strategy and planning	Working closely with the HoISE to contribute to the development of the ISE Team Business Plan.	<ul style="list-style-type: none"> Contributing to the development and implementation of the ISE Team Business Plan in line with SPSO strategic objectives. Contributing to the development and delivery of complaints standards activity targets and quality standards. 	Planning and organising
Service and quality	Working with the HoISE to develop and implement programme plans to a tight reporting framework with clear, measurable outcomes.	<ul style="list-style-type: none"> Helping to develop and implement suitable structures for engaging with relevant Bodies Under Jurisdiction (BUJs) and sectors on model Complaints Handling Procedures (CHPs). Supporting good practice in complaints handling within sectors, informed by engagement and research findings. Contributing to how SPSO finds, stores and communicates performance data going forwards. Contributing to the development of the Complaints Standards Authority (CSA) as a centre for best practice in complaints handling, including supporting the development of networks and guidance. 	Service delivery Effectively communicating and managing relationships

Research and development	Researching existing practices to inform development of good practice.	<ul style="list-style-type: none"> • Carrying out research on and with BUJs regarding complaints handling and complaints handling processes including: <ul style="list-style-type: none"> ○ Mapping existing complaints processes across key sectors. ○ Conducting detailed gap analysis against the agreed CSA principles and model procedure guidance. 	<p>Analysing and judging</p> <p>Effectively communicating and managing relationships</p>
Outreach and communications	Presenting the public face of SPSO through networks, collaborative working and by attending and speaking at events.	<ul style="list-style-type: none"> • Engaging with key stakeholders in each sector to develop suitable model CHPs. • Writing briefings for the HoISE to inform them about key issues. • Contribute to communications (newsletters, briefings, and information material) to update sectors on progress in relation to model complaints process. • Preparing and presenting progress and findings to a wide range of audiences, influencing thinking. • Working with the training unit to promote the model complaints process research findings and conclusions. • Contributing to the communication and training of SPSO staff on model complaints handling. 	<p>Effectively communicating and managing relationships</p>
Public affairs	Supporting SPSO's role in bringing about public service improvement.	<ul style="list-style-type: none"> • Monitoring relevant developments in the Parliament, Government and other jurisdictions. • Keeping up to date with changing public policy and its impact on the development of the model complaints process through public sources and political intelligence. 	<p>Planning and organising</p> <p>Analysing and judging</p> <p>Effectively communicating and managing relationships</p>

<p>People development</p>	<p>Managing your own performance and development and taking responsibility for supporting the development of others.</p>	<ul style="list-style-type: none"> • Working with the HoISE to agree and meet clear individual objectives. • Taking responsibility for developing own skills, knowledge and competencies through internal performance management processes. • Providing guidance, support and coaching to colleagues. • Sharing knowledge and experience informally and through formal knowledge sharing channels. 	<p>Developing self and others</p> <p>Working together and valuing difference</p>
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