

Job Description Complaints Reviewer

Reports to: Investigations Team Manager

Location: Edinburgh

Job purpose: As part of an investigations team, effectively handling a portfolio of enquiries and complaints in line with current legal and changing procedural requirements. Supporting the Operations Manager to provide and develop a high quality, efficient complaints handling service. Contributing to outreach work in raising and measuring awareness of best practice complaints handling and related issues amongst SPSO stakeholders.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
PORTFOLIO MANAGEMENT	Delivering a timely and effective complaints handling service.	<ul style="list-style-type: none"> • Efficiently managing a portfolio of enquiries and complaints to ensure they are handled appropriately and in a timely fashion. • Working with the Operations Manager to identify and manage changing priorities. • Using management information systems and IT to ensure efficiency and accurate record keeping on all cases. 	<p>Planning and organising</p>
COMPLAINTS PROCESSING	Handling enquiries and complaints in a consistent, fair way.	<ul style="list-style-type: none"> • Working with Operations Manager to ensure the set investigation processes are followed when administering an investigation in line with the Guidance including: <ul style="list-style-type: none"> ○ planning the investigation; ○ clarifying with complainant what complainant is about; ○ identifying and gathering evidence and seeking external advice where appropriate; ○ deciding on appropriate methods of investigating or, if appropriate giving information on other advice agencies; ○ using discretion to tailor investigation approach; ○ questioning the evidence; ○ making written recommendations; and 	<p>Applying professional knowledge</p> <p>Analysing and judging</p>

		<ul style="list-style-type: none"> ○ following up recommendations. 	
OUTREACH ACTIVITIES	Contributing to Outreach Strategy and activities to raise awareness and best practice among stakeholder groups.	<ul style="list-style-type: none"> ● Representing the SPSO externally to publicise the work of the service in improving complaints handling. ● Developing effective and constructive relationships within the SPSO area of jurisdiction. 	<p>Providing excellent service</p> <p>Working together and managing relationships</p>
SERVICE DELIVERY & IMPROVEMENT	Providing a modern, transparent, independent and empathetic service.	<ul style="list-style-type: none"> ● As part of the investigations process, and in line with the guidance: <ul style="list-style-type: none"> ○ give clear written reasons when a complaint is not to be investigated; ○ making written recommendations; ○ managing complainants expectations; ○ keeping the complainant appropriately informed; ○ seeking appropriate outcomes, including resolutions, where appropriate; ○ using appropriate methods of communicating when establishing the facts, gathering evidence and sharing decisions and ○ identifying and acting to continuously develop existing or new processes. 	<p>Effectively communicating and managing relationships</p> <p>Adaptability and openness</p>
WORKING TOGETHER	Contributing to the effectiveness and success of the Team	<ul style="list-style-type: none"> ● Assisting Operations Manager to meet SPSO standards, commitments and operational targets. ● Building strong working relationships across SPSO and with external stakeholders. ● Promoting equality of opportunity and diversity as appropriate. 	Working together and valuing difference
PEOPLE DEVELOPMENT	Managing your own performance and development and taking responsibility for supporting the development of others	<ul style="list-style-type: none"> ● Working with the Operations Manager 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. 	Developing self and others

STRATEGY	Seeking to understand and contribute to organisation goals in line with the overall objective of improving complaints handling	<ul style="list-style-type: none">• Demonstrating awareness of strategic objectives of the organisation and uses knowledge to inform actions.• Taking responsibility for ad-hoc team initiatives as agreed with the Operations Manager.• Contribute to the SPSO response to external policy consultations.	Open and adaptable
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