

City of Edinburgh Council job description

Post title	Complaints Triage Officer
Directorate	Children, Education & Communities
Service	Performance, Quality & Improvement
Responsible To	Team Leader – Complaints
Number of post holders	2

Purpose of job

You'll proactively manage dissatisfaction before it escalates to a formal complaint, this role will be the first point of contact for anyone expressing concerns or dissatisfaction across the Children, Education & Communities Directorate. You'll be responsible for triaging and assessing concerns, providing appropriate solutions and escalating when necessary and appropriate.

The what - major tasks and job activities

1. Co-ordination of an effective and efficient complaints service by resolving complaints at the frontline early resolution stage, referring Stage 2 complaints to the relevant Complaints Officer or Head of Service and ensure that all complaints are dealt with in accordance with the Council's Complaints Procedure
2. Development of procedures and good practice in relation to complaints
3. Implementation, maintenance and management of complaints information
4. Analysis of management information, highlighting trends and issues to appropriate senior management.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- Education to HND level or equivalent experience
- Knowledge and experience of education and social work legislation, regulation, policy and practice
- Experience of working with members of the public, using empathy and resilience to deal with difficult situations

You'll:

- Make assessments on issues/allegations presented, demonstrating impartiality, confidentiality and discretion at all times to consider and maximise positive resolution outcomes.

- Deal with a variety of members of the public, mainly about education or children's social work issues
- Communicate with senior stakeholders in the Council along with representatives from partner agencies such as NHS, Police, other Local Authorities

The decisions you take will:

- Impact on local and citizen outcomes. They may have an impact on Council services, processes and organisational arrangements.
- Ensure key strategic decisions are informed by robust insight and expertise.
- Have potential reputational consequences to the Council.

Environment - work demands, physical demands, working conditions, work context

You'll normally work:

- Autonomously with frequently changing, and sometimes competing priorities and demands with tight deadlines, requiring you to re-organise and redirect resources to accommodate.
- With some requirement to take care in relation to environment and work activities. You'll also need to take care when dealing with complainants who may present as threatening, rude, verbally abusive, upset or emotional.
- Withing the range of normal office-based activities

Supervision and management of people

The postholder has no line management or supervisory responsibility.

Resources the job holder will be responsible for

You'll be responsible for:

- The creation, implementation and maintenance of recording systems for statistical analysis, monitoring and tracking of complaints and interventions.
- Updating and maintaining the resource bank of relevant education legislation, policies, procedures and information that informs responses to advice enquiries, frontline resolution and investigations
- The creation, management, secure storage and safe disposal of complaints records and training resources and records to comply with relevant records management policies

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).