Appeals and Complaints Officer

Reports to: Senior Specialist Adviser, Complaints and Customer Relations

Direct reports: [None]

Evaluation: **549** points

Grade: **N8**

Reference: **AA4210**

Purpose

To manage the school admission appeals function and Freedom of Information systems and processes, and contribute to the management, development, commissioning and delivery of complaints services.

Main Duties

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To manage the school admission appeals function and develop, implement and oversee effective processes to receive, record, manage, administer and report on appeals.
2. To ensure compliance with statutory appeals, admissions and equality legislation and Directorate requirements.
3. To recruit, select, train and support independent appeal panel members, and obtain and provide impartial advice in respect of relevant aspects of the law.
4. To fulfil the role and responsibilities of appeals clerk, and ensure that accurate records of proceedings are kept and outcomes communicated to all parties.
5. To develop, implement and manage processes to monitor, analyse and report on the implementation of recommendations and actions arising from complaints.

6. To contribute to the development, implementation and management of systems and processes for dealing with complaints, comments and councillor and MP enquiries, including the preparation of reports in line with statutory, corporate and Directorate requirements.

7. To lead on or contribute to service performance management and reviews, ensuring that robust monitoring and reporting systems are established, reviewed and maintained.

8. To manage the development and implementation of Freedom of Information (FOI) systems and processes in line with statutory, Directorate and corporate requirements.

9. To work with a range of partners as required on all aspects of service delivery, including legal services, senior managers, other local authorities, schools, Local Government Ombudsman, Education Funding Agency, Council's insurers and independent social care providers.

10. To account for expenditure and check invoices for panel members/charges for schools in accordance with Corporate and Directorate Financial Procedures

11. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

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