

Housing Complaints Officer

Candidate Pack

workplace wellbeing CHARTER

DARTFORD BOROUGH COUNCIL

About the role





Housing Complaints Officer

Directorate – Housing and Public Protection

Department – Housing Customer Communications & Engagement

Grade – G

Salary – £41,815 PA rising to £44,341 PA following 12 months satisfactory performance

Hours - 37 hours per week – Monday – Friday

Flexi-time Available

About the role

Turn feedback into better housing services.

Are you an excellent communicator with experience of investigating complaints and writing clear, balanced responses? Bring your analytical skills and commitment to customer service to a role where you can help residents be heard and turn learning from complaints into meaningful improvements.

About the role

Reporting to the (Housing) Customer Communications Engagement Lead, you will be a single point of contact for Stage 1 and Stage 2 housing complaints. You will gather evidence, liaise with colleagues across the Council and prepare high-quality responses that meet policy deadlines and comply with the Council's Complaints Policy and the Housing Ombudsman Complaint Handling Code.

This post is considered by DBC to be a customer-facing position. The Council therefore has a statutory duty under Part 7 of the Immigration Act (2016) to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements.

Skills, Knowledge and Experience:

Your responsibilities will include:

• Managing complex complaint cases and maintaining accurate, confidential records in Infreemation.

• Coordinating Housing Ombudsman enquiries, investigations, determinations and orders.

• Analysing complaint trends, outcomes and response times, and producing reports that support service improvement.

• Capturing lessons learnt, tracking improvement actions through to completion and escalating delays where appropriate.

• Coordinating responses to Subject Access Requests and supporting the annual Complaint Handling Code self-assessment and regulatory assurance activities.

About you:

You will have experience of complaints management, investigation and report writing, alongside a proven ability to handle sensitive information with discretion and confidentiality. You will be confident managing multiple complex cases and competing priorities within strict deadlines.

We are looking for:

• Strong written and verbal communication skills, with excellent attention to detail.

• Analytical skills and the ability to assess evidence and explain findings clearly.

• Knowledge of the Housing Ombudsman Complaint Handling Code.

• Five GCSEs, including Maths and English, at Grade 4 or above.

How you will work

• Our five core behaviours—Communication, Respect, Accountability, Adaptability/ Flexibility and Collaboration—guide how we work.

• You will listen carefully, treat people with dignity, take ownership and work across teams to resolve complaints and improve services.

If you take pride in clear communication, thorough investigation and learning from customer feedback that in turn help us improve our Housing Services, we would welcome your application.

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Disability Confident Employer

DBC is Disability Confident Employer and welcomes applications from candidates with a disability.
We operate a Guaranteed Interview to any candidate with a disability who meets the minimum criteria for the role. If you have a disability and are applying for a particular role, please ensure that you indicate this on your application form, and advise us of any reasonable adjustments which you may require.
A disability under the Equality Act 2010 is defined as a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.

Care Leavers

We will offer an interview to care leavers who meet the minimum criteria for the post. If you are a care leaver, you must inform us of your care leaver status at the time of your application.

Armed Forces

As part of the Council's commitment to the Armed Forces Covenant and to ensure that ex-armed forces personnel are not disadvantaged as a result of their service, veterans of the armed forces and/or their spouses/civil partners, applying for a job at the Council will be guaranteed the offer of an interview, provided that:

- They or their spouse/civil partner are currently serving in the armed forces and are within 12 weeks of their discharge date
- They or their spouse/civil partner were in long-term employment with the armed forces within the last five years
- They meet the essential criteria for the advertised role
- They confirm that they wish any application for a post at the Council to be considered under the guaranteed interview scheme.

How to apply

Please apply via:
https://www.dartford.gov.uk/by-category/jobs-and-careers/job-vacancies-at-the-council

Do not send your CV – only fully completed application forms via the link above will be accepted

We reserve the right to close this vacancy before the advertised closing date. Please apply early to avoid disappointment.

Shortlisted?

Shortlisting and selection will be based on the job profile and experience required. You will need to address these requirements in your application drawing on any experience you have gained at work or in a voluntary capacity. You should give examples of how you meet the criteria outlined in the job profile and the Council's Core Behaviours. If you are unable to explain how you meet the requirements of the role, we may not be able to shortlist you.

Closing date:

23:59 28th November 2026

Interview date:

TBC









About the Council







Why Dartford

'Dartford is a place of quality, choice and safety. A place where great communities, concern for the environment and a successful economy support people who want to live, work and enjoy leisure time.'

Dartford Borough Council is one of the most exciting places to work in the region. Not only are we working on some special projects to improve life in the borough but we also have one of the most accessible offices in the country.

Our Commitment to Equality and Diversity

Dartford Borough Council is committed to equal opportunities policies and action to ensure that the best candidates for any post are appointed irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We operate a name-blind recruitment process and remove candidates' personal information to ensure that people will be shortlisted for interview on merit.

Our aim is to remove barriers to employment, promotion and development so that all employees have equal access to these on the basis of ability and the requirements of the job.

We are committed to challenging inequality, discrimination and disadvantage and to achieving the highest standard of employment practice. Equality of opportunity for all sections of the community and workforce is an integral part of this commitment, and we welcome applications from all sectors of the community.

The Council has signed up to the Disability Confident Scheme. Through Disability Confident, we are working to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations. We are committed to interviewing all disabled candidates who meet the minimum criteria for the role.
In addition the Council will where possible make reasonable adjustments to ensure the interview process is accessible to disabled candidates.

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Getting to us

Civic Centre
Home Gardens
Dartford
Kent DA1 1DR

By car...

The Civic Centre can be accessed via A206 to the north, A282/M25/M20 to the east and the A2 to the south. The A226 Dartford Road links Bexley to Dartford Town Centre. The Council offers free car parking for staff.

By train...

Dartford Civic Centre is situated opposite Dartford station. Dartford is part of the TfL Oystercard area and there are regular and frequent services from Central London (Charing Cross, Victoria and London Bridge). In the opposite direction there are regular services to Gravesend and the Medway Towns with connections to Canterbury and the Kent Coast.

By bus...

Good bus services serve Dartford town centre, including TfL buses, and the Fastrack rapid transit system. Bus stops in Home Gardens, two minutes walk to the Civic Centre, are served by:

- TfL bus routes 96, 428 and 492
- Fastrack bus routes A, B & C
- Arriva Sapphire bus services routes 480 & 490 between Dartford Town Centre and Gravesend.

By bike...

Dartford Town Centre lies on strategic cycle routes. View the routes on the Explore Dartford Maps:

https://explorekent.org/wp-content/uploads/2020/06/EK-DARTFORD_PRINT.pdf

Link to map and more info

Dartford Borough Council Civic Centre



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Core Behaviours

Values are a key component of a healthy workplace culture because they clarify how the Council and its staff should behave and help to ensure that everybody is working towards the same goals. They provide the framework within which employees can test decisions, accomplish tasks, and interact with others.

The Council's core behaviours reflect the special qualities that attract, engage and retain the talent that we want; and will be used to shape our culture by influencing the work we do, and how we do it. These behaviours focus the way we expect employees to approach daily business practices, conduct communications and interact with one another.

The Council has five core behaviours that guide the way we think and act as an organisation, and each member of staff is responsible for incorporating them into their day to day roles.



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Core Behaviours

Communication

Demonstrated by:

- Actively listening to customers and colleagues and asking questions to provide clarity
- Seeking to understand customer and colleague needs and proactively looking for ways to exceed expectations
- Being clear, concise and courteous
- Providing regular and timely feedback
- Leaving a positive impression of the Council

Respect

Demonstrated by:

- Creating trusted relationships with customers, colleagues and communities to achieve mutual goals
- Treating customers and colleagues with respect and dignity and valuing others as individuals
- Learning from others and valuing differences
- Being thoughtful, tactful and considerate
- Acting with integrity, loyalty and trust

Accountability

Demonstrated by:

- Taking the initiative and ownership of our decision, actions, performance and behaviour
- Learning from our mistakes and seeking out opportunities to improve
- Delivering on promises to customers and colleagues
- Being proud of what we do

Adaptability/Flexibility

Demonstrated by:

- Displaying a 'can do' attitude and being innovative
- Embracing change
- Getting out of our comfort zones and creating our own opportunities
- Looking for the positive in every situation
- Challenging negativity and bad behaviour

Collaboration

Demonstrated by:

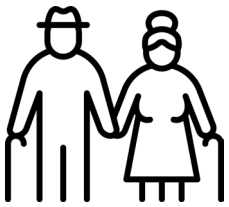
- Sharing ideas and challenges with our colleagues and actively seek out their opinion
- Working together beyond departmental boundaries to achieve superior results
- Ensuring everyone has an equal opportunity to share and contribute ideas
- Being part of the solution

Total Reward Package

Pension

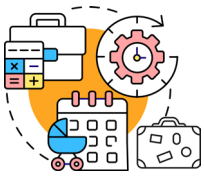
We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a career averaged revalued scheme (CARE), which means your benefits are based on your salary for each year you are in the scheme.
Your contribution rate, based on your salary, is 6.5%





Holiday Entitlement

You will be given a generous holiday entitlement of 185 hours (equivalent of 25 days) plus a further 37 hours (equivalent of 5 days) after five years of continuous DBC service, and a bank holiday entitlement per annum. These amounts are pro-rated for part-time hours.





Car Parking

Free car parking for work





Private Medical Insurance

Subsidised private medical insurance for employees on Grade H and above on application





Shared Cost AVC's

LGPS members have access to our Shared Cost Additional Voluntary Contribution (Shared Cost AVC) scheme, which offers you a cost-efficient way to invest in your financial future.





Professional Membership Fees

The cost of one membership a year to a professional organisation that you require for your job



Car Loan

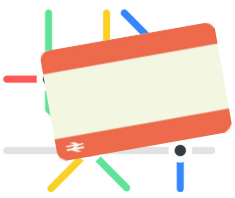
A loan to assist you with buying a car, subject to certain criteria being met





Season Ticket Loan

An interest free loan to assist with the purchase of a season ticket to travel to and from work





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Total Reward Package

Cycle to Work

A salary sacrifice arrangement which allows employees to purchase a bicycle for travel to work. The scheme allows the cost to be spread over a monthly deductions and also reduces the employee's tax and national insurance costs.





Hybrid Working

A Hybrid Working Policy which allows you to work part of your week remotely (depending on role and in agreement with your line manager)





Flexi-Time Working

A flexi-time working scheme (in agreement with your line manager)





Wellbeing

We have achieved the national Workplace Wellbeing Charter accreditation demonstrating our commitment to proactively championing a health workplace culture.





Employee Assistance Programme

Access to a free and confidential Employee Assistance Programme which offers support for a wide range of issues including telephone and face to face counselling





Occupational Healthcare

An occupational health service to support employees in the management of health issues.





Occupational Sickness Pay

Generous sick pay based on length of service









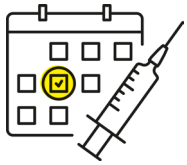
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Total Reward Package

Flu Vaccinations

Free flu vaccinations on an annual basis




Eye Care

Assistance with the cost of an eye test and glasses or contact lenses for working with computer screens




Fairfield Leisure Centre Discount

20% discount on Premium Membership




Employee Benefits Portal

A host of benefits, deals and offers via our online benefits portal including, but not limited to, shopping, travel and activities




Family Friendly Policies

An enhanced package of Maternity, Adoption, Paternity, Parental, Shared Parental and Parental Bereavement Leave




Compassionate Leave

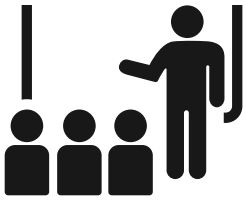
Up to 10 days paid leave following the death of a close relative





Cadet and Reserve Armed Forces Leave

Up to 10 days paid leave per year to take part in duties or training.

Public Duty Leave

Additional leave for members of certain public bodies to undertake duties





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Job Profile

Job Title: Housing Complaints Officer
Grade: G
Reporting to: Customer Communications Engagement Lead
Responsible for: N/A

Experience:

- Experience of complaints management, investigation and report writing
- Demonstrable experience working with discretion and confidentiality
- Experience managing multiple complex cases and competing priorities within strict deadlines

Specialist Knowledge:

- Attention to detail and strong writing skills
- Confidence and strong communication skills
- Analyitical skills
- Knowledge of the Housing Ombudsman complaints handling code

Qualifications:

- 5 GCSEs including Maths and English at Grade 4 or above

Special Circumstances:

N/A



Key activities:

- To act as a single point of contact for all Stage 1 & 2 Housing complaints, responding to complainants in a timely manner
- Prepare high-quality complaint responses that are evidence-based, balanced and compliant with the Council's Complaints Policy and the Housing Ombudsman Complaint Handling Code.
- To maintain full records through the corporate complaints system 'Infreemation'
- Produce regular performance reports analysing complaint trends, themes, outcomes, response times and learning opportunities.
- To ensure that all Housing complaints are responded to within the deadlines set by the policy
- To ensure that all complaint responses are robust and issued on time
- To liaise with Senior managers and staff across the Council to collect information to aid the investigation of complaints and ombudsman responses/outcomes.
- Coordinate and manage all Housing Ombudsman enquiries, investigations, determinations and orders.
- To provide thorough and robust reports to service delivery and improvement
- To capture all lessons learnt and actions taken ensuring that these are implemented and followed through to completion
- Monitor the completion of agreed improvement actions and escalate delays to senior management where appropriate.
- To share information, knowledge and best practice with Senior Management Team to promote continual improvement
- To coordinate responses to Subject Access Requests and ensure all responses to such requests are robust and issued on time
- Support the annual self-assessment against the Housing Ombudsman Complaint Handling Code and contribute to regulatory assurance activities.
- Support the Council's commitment to customer excellence by promoting a positive complaints culture where feedback is used to improve services.

This, together with the competency levels is a description of the job as it is at present constituted. It is the practice of this Council to periodically review and update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. You will be expected to participate fully in any discussions and,
in connection with them, to re-write your job profile to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your immediate superior. It is the Council's aim to reach agreement on reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.
All aspects of the post are to be carried out in compliance with the Council's overall Policies and Procedures, and all post holders will frequently have access to confidential information and will maintain such confidentiality as required by the Council.

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