

Complaints Investigator

Location: 23 Austin Friars, London, with opportunity to work from home

This is a 12 month part time temporary contract. The daily rate is £250- £300.

Hours of Work: 3 days per week

Overview: The Complaints Commissioner considers complaints against the Financial Conduct Authority, the Prudential Regulation Authority, the Payment Systems Regulator, and the Bank of England's functions relating to clearing houses and payment settlement schemes. The role of the Complaints Investigator includes dealing with complainants on the telephone, assessing and investigating complaints and drafting reports for the Commissioner to consider.

Due to the current environment and government advice, we are currently working from home, but note the contracted location of the role would be 23 Austin Friars, London. When we return to the office we will be looking at how we can work flexibly including homeworking.

Responsibilities:

- Carry out reviews of complaints to determine whether they fall within the scope of the Complaints Scheme.
- Assess and investigate complaints in accordance with the operational procedures and standards determined by the Complaints Commissioner and recommend a fair and reasonable decision based on the specifics of the case.
- Prepare reports – which must be clear, fair, and in Plain English – for the Commissioner to consider. Although the complaints handling process is not legal in nature, decisions must be capable of withstanding judicial review. Further details of the scheme and the Commissioner's work may be the Office's website (see www.frccommissioner.org.uk).
- Draft and issue relevant decision letters and correspondence in accordance with the Office of the Complaints Commissioner (OCC)'s operational procedures.
- Ensure as appropriate that compliance with recommendations made to the regulators is monitored and evaluated.
- Provide advice and guidance to members of the public or representatives of bodies within jurisdiction as required and in accordance with the operational procedures and standards determined by the OCC.
- Update the case management systems as necessary.
- Keep abreast of current developments in regulation and current practices appropriate to the OCC's jurisdiction.
- Comply with Data Protection Law and OCC policies and procedures, particularly in respect of any personal data or confidential material.
- Undertake any other duties, commensurate with the skills and experience expected for this role, which from time to time may be allocated by a manager.

Requirements:

Essential:

- Previous experience of undertaking complex investigations with minimal supervision
- Ability to assess complicated information, recognizing key issues in complex cases, in order to make reasoned decisions on the evidence provided
- Ability to plan and prioritise work accordingly to meet timescales and produce a high volume of work
- Ability to seek out facts, analyse information, and make sound reasonable recommendations
- Ability to adapt to change and absorb new information and legislative change quickly
- Sound administrative skills
- Excellent interpersonal skills and telephone manner
- Excellent oral skills, including the ability to handle difficult telephone calls sensitively and firmly
- Excellent written skills, including attention to detail and the ability to write in Plain English
- A good team member but with the ability to act on own initiative
- Absolute discretion and an understanding of the need for confidentiality
- Proven competence with computers including Microsoft Office and experience using computer software such as database systems, time recording systems, bespoke systems etc.
- An understanding of and commitment to the 7 Principles of Public Life

Desirable:

- Experience of working constructively with governmental or other public agencies while maintaining independence
- Experience or knowledge of regulatory issues
- Experience or knowledge of financial services

If you are interested, please forward your CV and references to recruitment@frccommissioner.org.uk

Closing date 26 October 2020

Interviews: 28 and 29 October 2020