

## JOB DESCRIPTION

<b>JOB TITLE</b>	COMPLAINTS OFFICER
<b>ROLE MISSION</b>	To conduct investigations into complaints against sheriffs in terms of the Sheriffs Act, regulations and the Code of Conduct. As team leader, supervise the activities of staff members in the complaints department.
<b>ORGANISATIONAL STRUCTURE</b>	
REPORTS TO	<ul style="list-style-type: none"> <li>• Legal, Claims &amp; Complaints Manager (1)</li> </ul>
NUMBER OF DIRECT REPORTS	<ul style="list-style-type: none"> <li>• Complaints Administrators (2)</li> </ul>
NUMBER OF INDIRECT REPORTS	<ul style="list-style-type: none"> <li>• None (0)</li> </ul>
<b>REQUIRED MINIMUM QUALIFICATION / EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Relevant LLB Degree</li> <li>• Minimum 5 relevant complaints administration experience.</li> <li>• Minimum 2 years in a supervisory role.</li> <li>• Valid driver's licence.</li> </ul>
<b>JOB GRADING LEVEL</b>	<ul style="list-style-type: none"> <li>• C4</li> </ul>
<b>REQUIRED COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge of effective practices and complaints investigation procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify “best practices” and establish or adapt existing procedures to maximise organisational performance.</li> <li>• Make creative and effective use of technology.</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Project Management skills</li> <li>• Excellent research and investigative skills</li> <li>• Excellent administration skills.</li> <li>• Excellent with logistics, planning and implementation.</li> <li>• Sound understanding of the Legislation.</li> <li>• Strategic, tactical / operational solution development activities</li> <li>• Influencing skills</li> <li>• Excellent communication / facilitation skills.</li> <li>• Excellent report writing skills</li> <li>• Specialised knowledge</li> <li>• Sound Customer relations</li> </ul>

**KEY PERFORMANCE AREAS**

<b>NO.</b>	<b>KEY PERFORMANCE AREAS (MAJOR ACTIVITIES / RESPONSIBILITIES)</b>	<b>INPUT (METHODS USED)</b>	<b>OUTPUT (EXPECTED RESULTS)</b>
1.	Team leadership and management of complaints investigation process	<ul style="list-style-type: none"> <li>• Provide integrated functional leadership, planning and decision-making for the team and inspire the team to deliver on the organisations mandate.</li> <li>• As team leader coordinate the complaints investigations and reporting process in compliance with the Act and supporting legislation.</li> </ul>	

		<ul style="list-style-type: none"><li>• Maintain accurate records and provide written reports on a weekly and monthly basis in the prescribed format on complaints statistics and trends analysis to management.</li><li>• Oversees electronic database systems for complaints and manage the accurate upkeep thereof</li><li>• Implement the document management and Archives Acts for the storing of digital and hard copy documents related to complaints investigations.</li><li>• Prepares Frequently Asked Questions (FAQ) and other information documents related to the division's functions for external and internal use</li><li>• Attends and provides advice at complaints meetings in the absence of the Manager: Legal &amp; Complaints</li><li>• Allocate work to team, and monitor and measure performance</li><li>• Assists in designing and conducting training for team members including coaching and mentoring of the team</li><li>• Ensure that personal development plans are in place for each staff member</li><li>• Take corrective action when team members performance is not in line with agreed standards of the Board.</li><li>• Assist the legal manager with the performance management of team members in accordance with the Board's Performance Management Policy.</li></ul>	
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2.	Investigation of complaints	<ul style="list-style-type: none"> <li>• Review all complaints and queries lodged and allocate depending on complexity to the team</li> <li>• Complex matters to be escalated by complaints administrators to complaints officer for guidance.</li> <li>• Investigate complaints in accordance with the Act, regulations and Code of Conduct</li> <li>• On completion of internal investigation make a recommendation if the matter should be closed or the sheriff to be charged and table to the Complaints Committee of the Board for review.</li> <li>• Provide telephonic advice to complainants on any matter related to the Sheriffs Act, regulations and Code of Conduct</li> <li>• Conduct telephonic and physical mediations of complaints lodged against sheriffs</li> <li>• Consult with stakeholders who attend at the Board's offices to lodge complaints against sheriffs.</li> <li>• Adhere to strict time frames on investigations of complaints to maximum 90 days and work on improving turnaround times for speedy resolution of complaints</li> </ul>	
3.	Project Management and research	<ul style="list-style-type: none"> <li>• Monitor, track, and report on progress against plans to all stakeholders on any special projects allocated to the division</li> <li>• Liaise with stakeholders to ensure that expectations are met and attend stakeholder forums where required including where necessary making presentations</li> </ul>	

		<ul style="list-style-type: none"> <li>• Prepares and renders complaints opinions and provides research services to divisional manager and Executive Manager on requests.</li> <li>• Drafts documents related to the Board's functions as the regulator and in terms of the Act and supporting legislation relevant to the functions of the sheriffs including newsletter articles at least once a quarter.</li> <li>• Keeps abreast of legislation and trends affecting the sheriffs' profession and on a quarterly basis prepare an insightful article for publication in the newsletter and other forums.</li> <li>• Confirm that the FFC and card refers to the correct sections of the Sheriffs Act 90 of 1986 to ensure accuracy of the FFC/card.</li> </ul>	
<b>ROLE DEFINITION</b>		<b>SIGNATURES</b>	
AGREED BY INCUMBENT:			
AGREED BY MANAGER:			
DATE:			