



Problem Solving Officer (Complaints)

May 2019



INFORMATION FOR APPLICANTS FOR THE POST OF Problem Solving Officer (Complaints) 2 x 21-hour posts

Job share role with one day handover to be agreed with your job share colleague and Manager

Thank you for your interest in being our **Problem Solving officer (Complaints)**. This pack tells you more about the Ramblers, how we work, and details of the role and the people you'll be working with. It also gives information on how to apply.

About the Ramblers

The Ramblers helps everyone, everywhere, enjoy walking and protects the places we all love to walk. We are the only charity dedicated to looking after paths and green spaces, leading walks, opening up new places to explore and encouraging everyone to get outside and discover how walking boosts your health and your happiness.

Since 1935, the Ramblers have played a crucial role in:

- establishing National Parks
- establishing the first National Trail, the Pennine Way
- protecting paths and placing them on definitive maps in England and Wales
- getting access to the countryside, including the Land Reform (Scotland) Act 2003, securing ancient freedoms and the Countryside and Rights of Way Act (2000) which opened up a million hectares of countryside in England and Wales
- helping people to go walking on friendly, group walks and with our and quality library of self-guided routes.

We are as relevant today as ever before. Our programmes and activities are many and varied. We provide:

- Self-guided routes for informal walking, including free, short routes for those new to walking
- Led group walks, including free health walks for those who need a helping hand to get started
- Outings, trips away and social events for our members
- Information and education to the public on places to walk, safety and equipment
- Advocacy and campaigning for a country designed for walking
- Monitoring and inspection of the path network and rights of access
- Maintenance and upgrading of path network

Volunteers are at the heart of everything we do. Other than small staff teams in London, Edinburgh and Cardiff, all our work is carried out by volunteers. Some 25,000 work 365 days a year, rain or shine, to deliver our mission.

This is an exciting time to be joining the Ramblers. In 2015, the Ramblers adopted a new vision and strategic framework. Under a new chief executive we are developing strategies, approaches and plans to help us achieve it. Come and join us, and be part of this vital period in our history.

Our vision and strategic framework

Our vision is a country where everyone enjoys the outdoors on foot and benefits from the experience.

Over the next ten years, we will focus on three ambitions to help us make our vision a reality:

A country designed for walking

We want everything to be in place in England, Scotland and Wales so we can all enjoy the outdoors on foot and benefit from the experience. This includes great places to walk; a true right to roam and path networks that connect people with communities, history, and nature; we want to ensure the right support from government, society, public and private organisations to help us achieve this. A walking country will enable and motivate more people to walk, as a means of transport, for their health and wellbeing, to help the environment or for the sheer joy of it!

Helping everyone find their feet

Walking can take you anywhere. We want to provide the support and resources everyone needs, regardless of their age, background, fitness or mobility, to enjoy and benefit from walking outdoors. We want to help construct the national and local policies and programmes that give individuals and communities the opportunity to go out and walk, and we want to educate them about how walking can improve their health and wellbeing.

Connecting people through the Ramblers

We want to improve the health and wellbeing of the public by providing our own communities of walkers with the best possible Ramblers experience. This includes leading high quality walks, facilitating outings and holidays that help people enjoy the best walking has to offer; producing expert resources so people can safely explore the outdoors themselves and connect with nature; and providing tailored support to individuals to help them progress from the sofa to the summits or the city street to the mountain peak.

We will do all this by leading from the front. Over the next ten years we will stand together with the outdoors community, inspire a new generation of walkers and continue to work in partnership to achieve our three ambitions.

Our priorities 2018 - 2021

As outlined in our strategic framework, we will “lead from the front” and invest in the five strategic priorities outlined below - to stimulate growth, to ensure continued value and relevance to our supporters, and to deliver our charitable aims over the coming decade.

We will invest in the five development priorities outlined below - to stimulate growth, ensure continued value and relevance to our supporters, and deliver our charitable aims over the coming decade.

TRANSFORMING OUR DATA, DIGITAL AND INSIGHT CAPABILITIES

We will create a suite of strategic capabilities including a data centre, insight hub, mobile apps and walk library with new creation and curation tools and a new website and communication system, to provide better insight and improved understanding of - and relevance to - our supporters. This work will be led by our Director of Data Transformation and her team.

DEVELOPING A REGULAR CYCLE OF MAJOR CAMPAIGNS

We will deliver regular campaign activities throughout the year and innovative, awareness-raising approaches, to reach out and proactively involve supporters with our cause and deliver on our policy aims across all three nations. This work will be led by our Director of Advocacy and Engagement (A&E) and his team.

EXPANDING SUPPORT FOR VOLUNTEERING

We will develop our training, resources, policies and guidance for volunteers across the whole organisation. We will provide support for our walking activities, focusing on those delivering walks, path maintenance and area/group leadership volunteers. We will clarify and integrate our short health walks offer. This work will be led by our Director of Operations and Volunteering and her team.

GROWING MEMBERSHIP AND ASSOCIATED INCOME

We will put our members at the heart of our work. We will diversify our income through partnerships with individual supporters and with organisations such as the People's Postcode Lottery (PPL), Ramblers Walking Holidays, corporates and trusts; to continue to strengthen our financial position. This work will be led by our Director of Membership and Fundraising (M&F) and her team.

IMPROVING INTERNAL INFRASTRUCTURE

We will improve our in-house support systems (Finance, HR, telephony, video conferencing and remote access systems) through our Tapestry Programme. The upgrading of our foundational infrastructure will enhance our effectiveness and efficiency and help us deliver our mission. We will also develop a long term location strategy. This work will be led by our Director of Services and her team.

Our governance

At the heart of everything we do are our members who support our values and deliver the vast majority of our work by volunteering their time and energy. At our annual gathering, called the General Council, these volunteers elect a Board of Trustees who strategically run the charity on their behalf. Formally we are the Ramblers Association, but we operate as the Ramblers.

Whichever nation they call home, every member who joins us is part of Ramblers Great Britain. Ramblers Scotland and Ramblers Cymru operate independently but within the Ramblers GB family. Areas in Scotland and Wales elect a national council similar to the General Council. These councils elect an executive committee who set the strategic direction and policy for our work in Scotland and Wales. Our GB strategic framework and business plan are supported by equivalent documents for Ramblers Cymru and Ramblers Scotland.

Trustees delegate responsibility for the day to day management of the charity to our Chief Executive and her team.

The team

The Ramblers GB staff team comprises six directorates:

- chief executive's office – provides overall leadership to the organisation, supports local area leadership teams and makes sure our charity is governed effectively
- advocacy and engagement – lobbies and advocates on behalf of walkers, campaigns to bring about change for walkers, engages our supporters to help deliver our mission and generate income through fundraising
- operations and volunteering – helps get more people walking more often through member and non-member products and services including group walks, self-guided routes and path maintenance activities; ensures a consistent approach to the management and support of volunteers across the charity
- membership and fundraising – understanding the needs of our members and supporters, to recruit, retain and motivate our members so that we benefit from their loyalty, support and involvement with the charity. To lead fundraising activities to enable the charity to remain free to deliver its charitable aims.
- data & digital transformation – driving change through designing, developing & deploying data & digital capabilities for staff & volunteers
- services – provides underpinning infrastructure to support the delivery of our mission, through finance, human resources, facilities, ICT.

There are also teams in Ramblers Cymru and Ramblers Scotland, reporting via their directors, to the chief executive. These teams deliver the business plan for their nation.

We have frameworks which set out how work is delivered across our GB and national teams, to avoid duplication and maximise our efforts.

Our directorate structure does not neatly map to our strategic framework pillars. As a small organisation with big ambitions, all our work is delivered in a genuinely cross-team, collaborative way. Whichever directorate you join, you will have the opportunity to contribute to delivering all aspects of our mission.

Whichever team they're in, and wherever based, our staff all have a few things in common – a passion for walking and the outdoors, a love for our volunteers, and a commitment and resilience to make ambitious plans happen in a challenging environment.

The Role

We are looking for a highly skilled **Problem-Solving Officer (Complaints)**

This is a job share post and we are looking for 2 problem Solving officers 2 x 21 hours with one day overlap with their colleague, we will not be considering full time hours for this position.

This is a band 4 role where you will be expected to effectively manage all the complaints and problems that come into the organisation relating to volunteers and members. You will have to deal with lots of confidential information and work to agreed deadlines and will need to review and investigate a wide variety of issues. Because this role can be demanding at times you will be supported closely by the Volunteering Manager and the Head of Volunteering. You would be working with the Volunteering Manager and the team to resolve issues that sometimes happen when there are lots of volunteers and members across GB volunteering and walking in groups.

You will receive a comprehensive induction, training and supervision to support you in your role.

You will have previous complaints, problem solving experience and will have worked with volunteers or worked in the voluntary/not for profit sector in a complaints or customer services facing role.

This position is part of the Operations and Volunteering directorate reporting to the Volunteering Manager.

The Challenge

This is a front-line facing role, it is important that the successful candidate can:

- Manage complex or multiple layers of information
- Investigate problems and complaints and know how to escalate issues
- Communicate effectively with internal and external partners, volunteers, members and the public
- Understand the principles of problem solving/complaints management and resolution
- Have a good knowledge of confidentiality and current legislation relating to data. GDPR
- Be able to manage conflict or difficult situations and discussions.
- Understand how membership organisations operate
- have a good understanding of volunteers and volunteering
- Be resilient and focussed as you will be handling several complaints at once.
- Be compassionate and able to be non-judgemental and see all sides.
- Be able to work closely within a team and make decisions quickly.

At the same time you will need to be passionate about the outdoors as we are, with the confidence to ensure plans happen.

Success Measures

You will be able to:

- Develop and deliver a complaints policy and procedures alongside the team.
- Work quickly to resolve cases and prevent unnecessary delays and escalation.
- Develop and implement problem solving training and advice for volunteers in conjunction with other colleagues delivering learning and development across the organisation
- Deliver roadshows across the country for volunteers, to support volunteers better manage complaints in their areas and groups.
- Demonstrate that you understand and support the Ramblers' core values.

Candidate Application Information

Initially please refer to the Role Profile (Job Description) below for this role to check that you meet the criteria in the “knowledge, skills and experience” section that are necessary for the job.

Then send us your application form along with the Equal Opps Monitoring form by Sunday 09 June 2019

Closing Date: Midnight, Sunday 09 June 2019

Interviews: 14 June 2019

This can be e-mailed to recruitment@ramblers.org.uk or posted to:

Human Resources

Ramblers

2nd Floor Camelford House

87-90 Albert Embankment

London

SE1 7TW

Any applications arriving after this deadline will not be considered for shortlisting unless there are exceptional reasons.

Candidates with disabilities and special needs

Please tell us if there are any reasonable adjustments we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

Guidance for CV and cover letter submission

Please send an up to date relevant CV including contact details of two referees. Note: - we will not take up references before short-listing. Please also complete our Equal Opportunities Monitoring form by downloading from the jobs section of our web page <http://www.ramblers.org.uk/jobs.aspx>

This job pack contain information about the Ramblers, the job vacancy and the person required. You should read these carefully to make sure that the job and conditions are suitable.

It is our intention to appoint the best candidate for every vacancy in accordance with our Equal Opportunities Policy. To do this fairly, within the overall recruitment process at stages throughout the process we will need all candidates to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and which are regarded as essential to the job.

Providing a covering letter is the most important part of your application. It should be used to tell us how you think you meet the selection criteria listed on the knowledge, skills and expertise section of the job description. Draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job. It may be easier to

use headings relating to the requirements detailed in the person specification and demonstrate how you meet them.

Ensure your covering letter is no more than 2 pages long (2 sides of A4).

Whilst the application is by CV and covering letter, the successful candidate will be required to complete the Ramblers standard application form on appointment.

Equal Opportunities

The Ramblers is an equal opportunities employer. Candidates should note that our recruitment procedures are carried out in accordance with equal opportunities principles and selection is based on how well candidates meet the objective criteria, which are stated as the requirements for the job. We welcome applications from individuals regardless of race, gender, disability, gender re-assignment, marriage & civil partnership, sexual orientation and pregnancy or maternity

We ask that all candidates for this post complete the Equal Opportunities Monitoring Form available from the job page of our website - <http://www.ramblers.org.uk/jobs.aspx>, which will enable us to monitor the effectiveness of our Equal Opportunities Policy. The information is kept confidentially within the HR Department.

We regret that we are unable to acknowledge receipt of applications, but please telephone the HR Department on 020 3961 3300 if you want to check yours has been received. If you do not hear from us within four weeks of the closing date please assume that you have not been shortlisted.

Job Profile

<p>Job Title: Problem Solving Officer (two posts)</p>	<p>Responsible to: Volunteering Manager</p>
<p>Department: Operations and Volunteering</p>	<p>Responsible for: No direct reports</p>
<p>Contract: Permanent</p>	<p>Part Time x 2 Officers (21 hours a week)</p> <p>This will involve one day a week cross over with your other job share colleague to be agreed with the Volunteering Manager.</p> <p>Occasional evening and weekend work will be required (up to 6 weekends per year) for which reasonable time off in lieu will be given.</p>
<p>Band: 4</p>	<p>Location: Vauxhall, London</p> <p>This role is primarily office based, although you will be required to make visits as necessary around the (GB wide) network.</p> <p>Occasional travel and overnight stays may be required outside Greater London</p>
<p>Purpose of Role:</p> <p>To ensure that disputes, complaints and problematic situations involving members and volunteers are resolved following a fair and timely process in accordance with Ramblers’ Problem Solving Policy and Procedure.</p> <p>To contribute to avoiding or de-escalating problems by promoting the knowledge, skills and confidence of staff and Area volunteers, across England, Scotland and Wales.</p> <p>Practical: This role will require the post holder to work closely with a job share colleague to ensure the work assigned to the team remains consistent and that the two job shares can support each other with a variety of cases as necessary. The job share colleagues will have one day a week to work together on planning and reviewing current cases and jointly briefing the Volunteering Manager and other key internal partners as necessary.</p>	
<p>Key Responsibilities:</p>	

Problem Solving Policy and Procedure

1. Disseminate a new Policy and Procedure to staff, members and volunteers by:
 - Creating and implementing a communications plan
 - Creating and delivering training and briefings for different audiences
 - Creating and promoting written guidance for different audiences
2. Ensure that staff, members and volunteers follow the Procedure in resolving problems by:
 - Modelling best practice and correct procedure when directly handling a complaint or giving advice and guidance
 - Maintaining up to date knowledge of all live cases, intervening or advising as necessary.
3. Following introduction of the new Policy and Procedure, establish routine briefings, refresher training and updates for staff, members and volunteers
4. Ensure that the Procedure and supporting documents and forms are effective and user friendly, by inviting feedback, monitoring and review

Problem Solving Case Work

1. Be the focal point for new complaints and problems from any source eg Complaints inbox; to triage these and refer on to the appropriate staff or Area volunteers for resolution, or in some cases to external regulators or police
2. Risk assess serious or complex cases
3. Where appropriate eg complex or very serious cases, directly take the lead on a problem solving case
4. Provide expert advice and guidance to staff and volunteers who are leading on a problem solving case, ensuring that they comply with the Policy and Procedure
5. When an investigation is necessary, provide the Investigating Manager with guidance on the investigation and appeal process and, if required, practical assistance in setting up meetings, taking notes.
6. Ensure that all relevant people involved in a case are updated about any developments or planned action
7. Ensure that all involved are aware of the importance of maintaining confidentiality.

Expert Guidance

1. Ensure that staff, members and volunteers are equipped with the knowledge and confidence to pre-empt or resolve problems and complaints; encourage and promote this by delivering:
 - Training eg workshops for Roadshows around GB
 - Briefings
 - Written guidance
 - 1:1 coaching
 - Informal input into staff meetings, Committee meetings

Recording and Reporting

1. Record the number and nature of incoming problems, and to whom they were referred
2. Case work: ensure up to date records eg chronologies, incidents, actions taken, meeting notes, statements, investigation reports
3. Case work: ensure that any risk assessments are kept on file
4. Provide a weekly Problem Solving brief to the Volunteering Manager
5. Provide monthly stats, for the Senior Leadership Team (SLT)
6. Ensure that training and learning events are evaluated to continuously improve them for different audiences
7. Capture learning from cases; create a collection of case studies for use in training
8. Routinely review recording and reporting so that it is fit for purpose

General

1. Work in line with Ramblers policies, procedures, Articles of Association and ethos
2. Undertake other duties as may be reasonably required
3. Coordinate work and leave schedules with the other Problem Solving Officer to ensure excellent communication on cases and to provide cover for each other
4. Work outside office hours including up to 6 weekends per year, making use of the Time Off in Lieu policy to balance your work hours

Decision-making

- Responsible for initial assessment of new problems and disputes, deciding next actions and referral to appropriate staff or regional volunteers for resolution.
- Ensures that any decisions, sanctions and recommendations are comply with the Problem-Solving Policy and Procedure, and Articles of Association.
- Reviewing cases for escalation to others, SLT, the board of trustees and reporting to outside agencies

Analysis and initiative

- Analyses complex and serious issues where procedures do not obviously apply, and where sensitive handling and lateral thinking may be required.
- Creates effective guidance and training for different audiences on applying policy and procedure.

Communicating

- Required, as part of the problem solving process, to communicate face to face with colleagues, staff, including senior staff, members, volunteers, and members of the public.
- Drafts clear documents, letters and emails with tone and content appropriate to the audience.

- Updates all relevant people involved in a case updated, keeping them on side if possible.
- Highly skilled at communication for complex issues and situations where individuals are raising sensitive concerns or complaints

People

- Provides specialist advice and guidance on problem solving
- Responsibility for advising investigating managers and those resolving problems on behalf of the organisation, typically involving personal sensitive information
- Works cooperatively with those leading on problem solving, but when needed prepared to be assertive regarding procedure and judgement calls
- Works collaboratively with the other Problem Solving Officer to ensure effective division of work and the best outcome for cases
- Works with Directors, SLT and the Board of Trustees on higher risk issues

Resources

- Assists Volunteering Manager with budget setting and management
- Manages delegated budget for case support, training events, materials etc

Knowledge, skills and expertise

1. Significant knowledge and experience of problem solving – disputes, complaints, problematic situations
2. Experience of introducing policy and procedure, or similar, across an organisation
3. Experience of working across a range of people (ideally in a member led organisation)
4. Experience of speaking to groups and delivering training
5. Experience of working with and supporting volunteers remotely, including knowledge and experience of volunteer management
6. Ability to adapt written and verbal communication to suit different audiences, including senior management and Trustees, and external agencies
7. Organised approach with strong administrative skills
8. Ability to think critically with sound judgement
9. Knowledge of risk assessment and mitigation
10. Ability to work with geographically dispersed volunteers, staff, Ramblers' members, and members of the public
11. Experience of the voluntary sector as a worker, member or volunteer
12. Ability to travel in GB, and to work out of hours from time to time

Key internal contacts

- Job share colleague- Problem-Solving Officer
- Volunteering Manager
- Head of Volunteering Development
- Safeguarding staff, across all 3 nations
- Area Support Manager and Area Support Officers
- Operations Manager (delivery) and Delivery Officers
- Group Chairs
- Area Chairs
- Membership Services Team
- HR & Facilities Manager
- CEO's office
- Governance Manager
- Working with staff and volunteers across England, Scotland and Wales, as and when, particular issues or complaints are raised

Other essential requirements for the post holder

Ramblers is a member-led organisation, with most work led by volunteers and all staff are expected to work closely with volunteers and to manage relationships with function specific volunteers. For example, campaigns staff work with campaigning volunteers, finance staff work with finance volunteers, walking operations staff work with walk leader volunteers etc.

Every member of staff is expected to show respect to their colleagues, our volunteers and members and to understand and adhere to the following:

- Ramblers Code of Conduct and Values
- Equality and Diversity Framework
- Health and Safety Policy
- ICT Security Policy

Staff should also ensure that they act in accordance with The Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, Fundraising Code of Practice, Ramblers financial instructions and UK employment law if applicable.

The details contained in the Job Profile, particularly the key responsibilities, reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Ramblers will expect to revise this job description from time to time and will consult with the post holder at the appropriate time

Conditions of Employment

PAY

The commencing salary of this role is between £35,000 - £40,000 (pro rata) pa depending on experience

Cost of living increases are normally applied, subject to approval, in October each year. Salaries are paid on the 28th of each month via bank credit transfer.

We do not pay a separate allowance to homeworkers.

WORKING HOURS

The working week is currently Monday to Friday, 35 hours per week. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

TRAVEL

For some roles, there is a requirement to travel across the nations and to regional offices (Cardiff and Edinburgh). There may also be, on occasion, the need for overnight stay. Reasonable travel and hotel expenses may be reclaimed using Ramblers expenses procedures

LEAVE

Annual leave is 25 days per year plus paid holiday on statutory and other public holidays, this is pro rated for part time staff and staff on fixed term contracts. The Ramblers' office is closed on statutory holidays and from 24 December to 01 January inclusive. The office is also closed on 23 December when that day falls on a Monday; and on 02 January when that day falls on a Friday.

PENSION SCHEME

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements from April 2019, employees will see 5% of their earnings going to their workplace pension. In turn Ramblers will be obliged to add a contribution that is the equivalent of 3% of your earnings.

In addition, Ramblers currently offer a higher level of contributions at 6% of your basic salary, provided employees contribute at least 5%.

PROBATIONARY PERIOD

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post. At the end of this period and subject to a satisfactory performance you will be transferred to the established staff.

RAMBLERS MEMBERSHIP

All staff on joining get free Ramblers Membership whilst employed by us. This gives you access to hundreds of group led walks every week, Ramblers Routes online library as well as four issues of Walk magazine a year. In addition you will be entitled to a host of membership discounts and offers.

TRADE UNION MEMBERSHIP

The Ramblers recognise the Union Unite. The Union has sole consultation rights within Ramblers for terms and conditions of employment and other matters concerning staff. The Ramblers encourages all employees to join the union.

FLEXIBLE WORKING

After 26 weeks' continuous service, Ramblers will consider applications for flexible working arrangements.

The Ramblers will enable as many jobs to be open to job sharing as is operationally practicable.

SEASON TICKET LOANS AND CYCLE TO WORK

The Ramblers operate a season ticket loan and cycle to work scheme (available after 3 months service).