

District Resolution Officer

The Methodist Church recognises that now and again incidents of inappropriate behaviour occur within its membership and it has procedures in place for dealing with complaints.

The emphasis of the Methodist Church is for reconciliation and resolution to come from these complaints and aims to use processes in place to help promote this where at all possible. The aim is to resolve problems locally while retaining powers of discipline for more serious matters, all the while allowing the basic pastoral and conciliatory character of the Methodist Church to be maintained.

We are asking each District to appoint 1 or more (depending on size of the district) into the role of District Resolution Officer.

Role Description:

- Act as the first point of call for any complaints raised within the district
- Receive, assess, and manage complaints, disputes, and escalated cases
- Capture and share the information of the complaint via the new system (training provided) with the Connexional Complaints Support Manager
- Ensure that the advice given for handling the complaint is followed and seen through
- Ensure that the timescales for completion of advice on complaints is met
- Close communication with the Connexional Complaints Support Manager
- Ensure cases are handled in accordance with organisational policies, procedures, regulations, and service standards.
- Provide clear written and verbal explanations of decisions and outcomes
- Maintain accurate and confidential case records
- Monitor outstanding cases and ensure they are resolved within agreed timescales
- Identify recurring issues and contribute to improvements in processes and customer service

Person Specification:

- Previous experience of dealing with people who are dissatisfied or unhappy
- The ability to be able to communicate clearly with a wide range of people
- The ability to be able to analyse and summarise complex complaints raised
- A good knowledge and experience of complaint handling either within the church context or from other employment/experience outside of the Church
- Be able to identify any possible safeguarding concerns and share those with the ROS (Regional Officer of Safeguarding)
- An understanding of the importance of confidentiality and GDPR
- Knowledge and experience of using IT and have access to a computer, telephone and the internet
- The willingness and ability to attend training sessions both in person and online
- Work with Place for Hope in providing mediation to parties
- Excellent investigation and problem-solving abilities
- Ability to remain calm and professional when dealing with difficult situations
- Good judgement and decision-making skills
- Strong attention to detail and organisation
- Ability to handle confidential and sensitive information
- Good written skills, particularly for producing clear case responses
- Knowledge of relevant policies, procedures, and regulatory requirements

- Ability to manage competing priorities and deadlines

Training that will need to be completed (if not already held) during the first 6 months of taking the role:

- Advanced Safeguarding Training
- GDPR training

Ongoing Training over the first 12 months offered online:

- Growing through Change and Conflict
- Responding to Bullying and Harassment
- Spirituality, Scripture and Conflict