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|  | **POST TITLE:** | Corporate Complaints Officer |
| 1. **2.** | **POST NUMBER:** | CR 107 |
| 1. **3.** | **GRADE:** | Grade 5  Job Evaluation Reference no. A5216 |
|  | **LOCATION:** | Your normal place of work is to be agreed. However, you may be required to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Service Improvement Officer

The post holder will work to the corporate complaints policy and procedures ensuring a high level of customer care.

1. **DESCRIPTION OF ROLE:**

* Investigate corporate complaints, compliments and suggestions, ensuring the highest levels of customer care in all correspondence with customers and acting as intermediary between customers and service providers.
* To handle corporate complaints and process them in accordance with the Council’s adopted policy and procedures, resolving them at the first point of contact wherever possible.
* Provide information, advice and services to customers recording all transactions on the CRM system.
* Take responsibility for resolving queries or completing actions arising from customer complaints, acting as an advocate to progress and chase on behalf of the customer.
* Track complaints, chasing if necessary, and bringing the complaint to a satisfactory conclusion.
* Use available technology and acquired knowledge of all of the service areas and policies across the council to encourage and assist customers in locating and using Council information and service delivery systems e.g. the website.
* Refer customers, where appropriate, and facilitate consultation with, external agencies dealing with any specific needs.
* Obtain, scan, validate and receipt customer identification and all relevant documentation where appropriate.
* Play a positive role in encouraging customers to provide feedback and in using that feedback to improve services.
* Provide information to service areas regarding customer needs, and identify service improvements.
* Record and maintain an electronic record of customer details and their individual complaints, compliments and suggestions.
* Work closely with service areas to maintain an up to date and comprehensive knowledge management system of the services provided by the Council to ensure that customers are supplied with relevant information in an efficient and effective manner.
* Contribute to the analysis of workflow with a view to improving service delivery.
* This will include delivering the service across all access channels, including telephone, e-mail, post, face to face and in some cases in the citizen’s home.
* The service provided must be both efficient and effective and provided in a courteous and friendly manner.
* Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

* To log and record all corporate complaints, compliments and suggestions from customers using the Council’s electronic CRM system and following the relevant adopted policies and procedures.
* To act as an advocate for the customer when dealing with internal service areas.
* To investigate corporate complaints and liaise with the customer and service areas to try to resolve issues at the first point of contact wherever possible.
* To independently investigate high level corporate complaints and propose solutions to senior managers to avoid escalating issues to the Local Government Ombudsman wherever possible.
* To analyse information from service areas and produce recommendations for resolving complaints.
* To maintain records of transactions and correspondence with customers via the CRM system.
* To support the development of effective customer feedback systems and consultation mechanisms to be used to improve service delivery.
* To support the development of policies, practices, initiatives and procedures, specifically in respect of the complaints and freedom of information systems.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonable fall within the level of responsibility and competence of the post as directed by the Service Improvement Officer.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification – Corporate Complaints Officer

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | NVQ Level 3 or equivalent in a relevant subject | Basic knowledge of Discrimination Legislation | Application form  Selection Process  Pre-employment checks |
| Experience | Proven experience in a customer services environment using ICT systems to provide information and services. | Public sector experience would be an advantage  Experience of working within a team dealing with complaints | Application form  Selection Process  Pre-employment checks |
| Skills/knowledge | Aptitude and desire to provide excellent customer service.  Good interpersonal skills  Ability to analyse and solve problems  Advanced written and oral communication skills  Ability to work under, and respond positively to, pressure  Ability to deal with confidential matters sensitively  Ability to work effectively as part of a team  Ability to use own initiative to identify the service needs of customers  Effective negotiation/influencing skills | Flexible approach to a variety of work  Proficient in using multiple databases or information systems, including the Internet  Able to record and maintain an electronic customer records system  Good general numeracy skills  Confident approach to dealing with senior managers | Application form  Selection Process  Pre-employment checks |

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|  | Essential | Desirable | Method of Assessment |
| Personal Qualities | Professional and personal integrity, discretion, awareness and sensitivity  Helpful, courteous and enthusiastic  Flexible approach to working hours (some late and weekend working may be required)  Access to a car or means of mobility support (if the post holder is driving they must hold a current valid driving licence and have the appropriate motor insurance cover) |  | Application form  Selection Process  Pre-employment checks |