|  |  |
| --- | --- |
| **Job Description** | |
| **Post title** | Customer Feedback Officer |
| **JE Reference No** | N9651 |
| **Grade** | 8 |
| **Service** | Digital & Customer Services |
| **Service Area** | Customer Services |
| **Reporting to** | The post holder will be accountable to the Team Coach within the Customer Feedback Team |
| **Location** | Your normal place of work will be Crook Civic Centre but you may be required to work at any Council workplace within County Durham. |
|  | |
| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

|  |
| --- |
| **Description of role** |

This is a key role in supporting the council to deal with Customer Feedback in line with the Customer First Strategy and in support of Services using Feedback to inform continuous improvement.

The postholder will be responsible for carrying out Independent Reviews in line with the corporate complaints process; enabling a full investigation of the service actions to be undertaken, taking account of the customer feedback and compiling a response, where appropriate progressing compensation payments and obtaining legal advice.

Working with services and as a key contact with the Local Government Ombudsman, the postholder will identify trends and areas of focus in relation to feedback and develop reports identifying service improvements and/or recommending policy change.

|  |
| --- |
| **Duties and responsibilities** |

• To support the capture of corporate complaints, comments, compliments and suggestions from customers using the Council’s Customer Relationship Management system and following the relevant adopted policies and procedures.

• Allocating corporate complaints to the correct service area to enable the service to resolve the issues in the first instance

• Take ownership of any multi service area complaints and co-ordinate a response to the customer within the agreed timescale

• To act as an advocate for the customer when dealing with internal service areas and a point of reference, knowledge and support for the service areas

• To independently investigate corporate complaints which have been escalated as part of the complaints process, recommend solutions to the service manager and provide the council’s response to the customer to avoid escalating issues to the Local Government Ombudsman.

• Provide a report to the service on the outcome of the investigation, identifying resolution and service improvement actions. This will include the provision of information to service areas regarding customer needs, and identify service improvements both in terms of complaint handling and root cause analysis for complaint source eradication

• To offer solution options and possible remedial action to address the complaint and resolve issues, which may be complex and/or longstanding.

• Provide information, advice and services to customers recording all transactions on the customer relationship management system.

• To support the development of policies, practices, initiatives and procedures, specifically in respect of the complaints systems.

• 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.

• 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.

• Record and maintain an electronic record of customer details and their individual complaints, comments, compliments and suggestions.

• 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.

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 Corporate Complaints Team Leader.

|  |
| --- |
| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

|  |  |  |
| --- | --- | --- |
| Person specification | | |
|  | Essential | Desirable |
| Qualifications | Qualified to NVQ level 3 or equivalent in a relevant subject | Basic knowledge of Discrimination Legislation  Advocacy or Legal qualification |
| Experience | Proven experience in a customer services environment using ICT systems to provide information and services.  Experience of working within a team dealing with complaints and/or demanding customers | Public sector experience  Experience in working with external review bodies such as the FSA or LGO |
| Skills & Knowledge | Aptitude and desire to provide excellent customer service.  Good interpersonal skills - The ability to mediate and to build rapport through conversations  Ability to analyse and solve problems, sometimes complex in nature, with an excellent eye for detail  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 wider team with the ability to engage at all levels  You must be able to demonstrate time management skills with the ability to prioritise effectively ensuring all targets and deadlines are met or exceeded.  Ability to use own initiative to identify the service needs of customers.  Effective negotiation/influencing skills  Ability to focus on urgent situations which arise on a frequent basis and to reach decisions under pressure  Production and analysis of statistical information | 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  Confident approach in dealings with senior managers and peers  Be a good listener; ensuring that people feel that they have been heard fairly |
| 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) |  |