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**Job Description**

**Job Title:** Customer Feedback Officer

**Salary Grade:** Grade 6

**Job Family:** Organisational Support

**Job Profile:** OS3

**Directorate:** Corporate & Commercial

**Job Ref No:**

**Work Environment:** City Hall

**Reports to:** Customer Feedback and Planning Manager

**Number of Reports:**

Your normal place of work will be City Hall, but you may be required to work at any Company recognised workplace.

**Purpose:**

To be responsible for providing an efficient, courteous and informative response to customers who contact Together for Children with customer feedback relating to our services. To be responsible for handling and responding to initial contacts and stage one complaints.

**Key Responsibilities:**

1. Receive and log customer feedback directly from customers, via a variety of communication methods such as telephone, letter, social media applications, websites and email.
2. Ensure all initial contacts and complaints are acknowledged in a timely manner.
3. Make every attempt to resolve initial contacts before they become a complaint and provide advice, support and guidance to services across the company responding to the contacts.
4. Consider and respond to stage one complaints in accordance with statutory guidance, operational procedures, and standards.
5. To provide a comprehensive, open, transparent and fair consideration of the complaint.
6. To work to resolve customer problems, manage expectations and whenever possible negotiate satisfactory and prompt outcomes.
7. To prioritise work effectively and have due regard to the regulated timescales for stage one responses.
8. Ensure customers are updated regarding their complaints and that any delays to timescales are communicated at the earliest opportunity.
9. To prepare documents for complaint investigations and reviews.
10. To provide ad hoc data reports as requested and work with the Customer Feedback & Planning Manager to identify trends which indicate where services can improve.
11. Work within the policies and procedures of Together for Children.
12. The above list 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.

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000.

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.

Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

Use information only for authorised purposes.

A**uthor**: Esther Windass

**Date**: January 2022

**Person Specification: Essential Requirements**

**Job Title: Customer Feedback Officer**

**Role Profile Reference: OS3 Grade 6**

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| **Qualifications:**   * NVQ Level 3 in Business Administration or relevant equivalent qualification | Application Form |
| **Experience of:**   * Working within a customer and complaints feedback service. * Handling customer contacts and working with services to resolve customer concerns. * Responding to and resolving customer complaints. | Application form /Interview/ |
| **Knowledge and Understanding of:**   * Awareness and understanding of children’s social care and the legislative framework in which services operate. * Understanding of the complaints’ legislation for children’s services. * Understanding of relevant data protection/ information management legislation and procedures. * The ability to work to tight timescales and produce high quality work. | Application form /Interview/Test |
| **Ability to**   * Provide advice and guidance in relation to the complaints process. * Understand and assimilate issues quickly. * Communicate effectively with customers, both written and verbal. * Work to resolve concerns, manage expectations and, whenever possible, to negotiate satisfactory and prompt outcomes. * Hold meetings with the customer and relevant services to address complaints as quickly as possible. * Analyse and evaluate information to arrive at conclusions. * Provide a written response to customer complaints summarising the findings and any agreed resolutions. * Demonstrate exceptional organisational skills. * Build and maintain effective working relationships and work co-operatively with others to be part of a team. * Produce data reports relating to complaint and other customer feedback. * Competent use of ICT applications, including spreadsheets. | Application form /Interview/Test |

**Author:** Esther Windass

**Date:** January 2022