Customer Relations Support Officer

Reports to: Complaints Lead
Direct reports: N/A

Evaluation: **443** points
Grade: **N5**
Reference: **A5462**

Purpose

To support the Customer Relations Team to provide outstanding customer service whilst dealing with customer complaints

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Take responsibility for improving the customer experience through supporting complainants and managers to achieve satisfactory resolution of complaints at the earliest possible stage.
2. Liaise directly with complainants to identify their expectations, ensure they are recorded and monitored in line with agreed standards including information security.
3. Ensure complaints are handled in line with Statutory regulations and legislation and corporate complaint procedures; and help to improve systems and processes.
4. Build effective working relationships with internal and external stakeholders.
5. Implement systems to manage information requests, such as Freedom of Information, or councillor and MP enquiries in a timely and effective manner.

6. Maintain and produce reports relating to enquiries, comments, and complaints.
7. Support the delivery of staff development in relation to complaints and customer relations.
8. Deal with invoices and financial information relating to the Complaints and customer relations function.
9. Promote awareness of complaints procedures and advocacy services to customers, colleagues, and commissioned services, including producing accessible information for customers regarding how to make complaints or comments about our services.
10. To promote and implement our Diversity, Equality, Equity, and Accessibility policy in all aspects of your employment.
11. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.