

About the Job

The Complaints, team provide a cross-council corporate service dealing with the coordination of, and advice related to, all complaints, compliments and comments for the council, including those related to Adult's and Children's social care. The team also gathers, analyses and presents data to a range of audiences to ensure the organisation improves as a result of learning identified through this process.

The Adult's and Children's complaints must be responded to according to statutory processes within the specified timescales, corporate complaints follow the corporate complaints policy.

The role of the Customer Feedback Officer is to lead on customer contact, engage across the business, adhere to the relevant policies and monitor the compliance of others, and support the Complaints Manager in the effective running of the service to ensure it adds value to the organisation.

This is what we need you to do...

- Deal with customer contact around complaints, comments and compliments, seeking to resolve complaints at the lowest level of resolution
- Lead on liaising with customers, whether on the telephone, by email/letter, or face-to-face, including those that may be difficult or upset, involving them in the process & keeping them informed
- Provide timely administration of all relevant processes and policies
- Accurately record data in the required format, consistently across business areas, and proactively develop appropriate recording mechanisms
- Extract and analyse data to inform reports, identify themes and monitor adherence to process and policy
- Monitor compliance across the business to relevant policies & processes & escalate issues where appropriate
- Take responsibility for drafting reports to deadline, to include key agreed information in accessible formats
- Identify learning from feedback, feed this into service areas and monitor implementation of learning
- Take responsibility for regular performance reporting, ensuring this

is accurate and completed to deadlines

- Inform and support customer feedback processes to continuously improve the quality of the feedback service provided – both by the team and across the organisation.
- Keep abreast of legislative or internal policy changes that may impact on the team's processes
- Ensure customers are offered appropriate advocacy services where needed, facilitate access and monitor support offered
- Support Complaints Team Managers throughout the process of both statutory and non-statutory policies
- Deputise for Complaints Team Managers as appropriate
- Assist team managers with the management of the budget
- Identification of Independent Investigating Officer & Independent Person for Stage 2 investigations as required, and provide support to these investigations
- Make the process and documentation accessible to customers as required, to enable them to participate in the process
- General clerical support as required within the team, adhering to corporate policies (eg payment policies, records management etc)

Monitoring and ongoing development of outcomes - As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Engaging with customers and key stakeholders, particularly in difficult situations
- Working on multiple, changing priorities, to tight timescales
- Working under pressure and dealing positively with complex situations
- Prioritising work
- Working with data, analysing information, reporting data and information in clear and understandable formats
- Experience of working in a complex statutory organisation

Knowledge, Skills and Understanding

- High level of IT literacy
- Ability to manage and analyse complex data, both qualitative and quantitative, and to produce performance management reports
- Excellent verbal and written communication skills
- Creative problem-solving skills
- Flexible and adaptable approach to challenges
- Systematic, structured and thorough approach
- Ability to question and challenge process and practice

Behavioural attributes

- Solution-focussed
- Ability work independently and on own initiative
- Attention to detail
- Comfortable responding to changing priorities
- Good listener
- Committed to continuous development of self and team

Education & Qualifications

- Good standard of literacy and maths, evidenced by GCSE's passed A-C Grade.

There are a number of generic requirements that are applicable to all employees within the council. These can be found at the following link <http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>