

JOB DESCRIPTION & PERSON SPECIFICATION

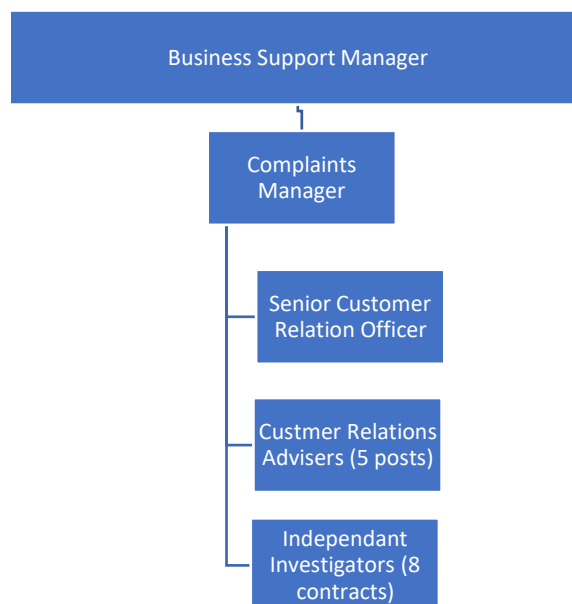
Director Area: Resources	Job Ref Number: 02851
Service Area: Business Support	Grade: G7
Job Title: Senior Customer Relations Officer	

PURPOSE OF JOB:

To provide a comprehensive, sensitive, effective, fast paced complaint service for all service areas within the Council; working closely with internal and external stakeholders to investigate and resolve issues, using a proactive, engaging approach

To actively promote early resolution, by identifying and adopting the most suitable engagement style for individual complainants, enhancing overall customer experience

TEAM STRUCTURE:



MAIN DUTIES:

1	Support the statutory and corporate complaints process across the organisation ensuring that the Council complies with current regulations.
2	To establish, develop and promote effective working relationships with Senior Managers, Service Managers, Legal Services Officers and Members across the organisation which supports local (Customer Relations Team) early resolution, enabling potential issues to be identified on a pro-active basis, preventing further escalation wherever possible.

3	Establish and maintain relationships with service areas and teams to establish the most effective way of responding to a specific complaint, and ensure resolution Escalate emerging themes to Senior Officers timely with statistical data.
4	To act as liaison/ trouble shooting between the CRA and the Complaints Manager with specific complaints. Deal with more complex, emotive complaints that CRA's require more specialised knowledge within the Stage 1 process.
5	Provide consistent advice and guidance to CRA's concerning policies, procedures in relation to Complaints, Comments and Praise. Offering guidance regarding written responses to team and managers
6	Researching, benchmarking and utilising best practice from other local authorities to support the Complaints Manager for continuous improvement
7	To support the compilation of annual/ quarterly/ad-hoc report of complaints and their outcome as prescribed. Extract data from information system to identify learning, trends, adherence to timescales, and areas for improvement. To lead on specific Service area reports on behalf of the Complaints Manager in delivering all performance data timely
8	Supervise and assist, MP Correspondence account and maintain relationships with MP's, provide information and responses to cases raised by constituents.
9	Supervise and assist on School Complaints for the Authority; work closely with Senior officers to investigate, gather information, report, respond to Ofsted and ESFA within agreed timescales.
10	Assist with vexatious email account for the council, escalating matters to the appropriate senior officer within BS only where appropriate within new safeguarding or complaints are identified.
11	Manage the recording, reporting of Compliments within the framework.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Public Services Complaint Management Award/ Certificate	A	✓	
Experience in the handling of complex and contentious complaints in a local government setting.	A	✓	
Strong verbal and written communications skills	A,T, I	✓	
An ability to provide and receive complex information and disseminate within the team.	A,I	✓	
High level interpersonal skills with experience of dealing with sensitive customer focused issues and difficult situations	A,T, I	✓	
Ability to be comfortable and interpret a large set of complex facts and draw conclusions and make recommendations from them	A,T,I	✓	
Ability to work under pressure and to deadlines	A	✓	
Ability to communicate confidentially and effectively to a wide range of colleagues, stakeholders and	T, I	✓	

maintain positive working relationships.			
Possession of a valid driving license in order to fully meet the geographical area required.	A		✓
Willingness to work outside of normal hours if required and visit people in their own homes where appropriate	A, I	✓	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.