

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Customer Relations Officer	JEID	N0071
Salary Grade:	Scale K		
Team:	Customer Relations Service		
Service Area:	Customer Contact, Resources Directorate		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Customer Relations Delivery Lead		
Responsible for:	Self		

Role Purpose

- To support the Customer Relations Manager in providing an effective complaints and representations management service within the Council which complies with statutory and policy requirements
- To support the Customer Relations Manager in providing a Council wide consultancy service on related quality assurance and organisational learning issues

Role Responsibilities

1. Identify appropriate procedures to follow when dealing with inquiries from service users and their representatives
2. Allocate investigations to appropriate investigators
3. Monitor and performance manage investigation processes and timescales
4. Advise and support investigators
5. Interact positively with complainants, staff and other key stakeholders in the investigation process
6. Follow up individual remedy/redress and organisational learning outcomes
7. Directly investigate more complex or sensitive cases
8. Maintain high quality personal record-keeping of complaints and representations management activity, using a range of manual and computerised systems
9. Contribute to the development of good practice in handling complaints across the Council, and in

multi-agency settings

10. Empower service users and their representatives to challenge decisions, and question service quality and appropriateness
11. Encourage a problem-solving culture within the Council
12. Deter bad practice and promote good practice
13. Contribute to meeting the training and staff development needs of the Council relating to complaints and representations handling
14. Influence planning, resource allocation, quality assurance mechanisms and organisational learning
15. Participate, and lead, on project activity related to this post, for example improving access for vulnerable groups
16. Represent the Customer Relations Manager as requested in other forums and meetings
17. Liase with other relevant agencies and organisations
18. Contribute to the team achievement of performance targets
19. Participate in the West Midlands Complaints Officer Group network, and the sharing of good practice on a regional and national level
20. Any other tasks suitable to the post and its grading

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Diploma (or academic equivalent) in relevant subject, or demonstrable experience in this field for two or more years.	A,D
Experience dealing with users of public services and their carers or representatives	A I P
Ability to communicate and engage with a wide range of people, from service users to senior managers, in a diplomatic and constructive way, verbally, in writing and face-to-face	A I P T
Ability to present material verbally and in writing, sharing information in a way which is accessible and understandable to the relevant audience.	A I P T
Ability to conduct sensitive interviews with a wide range of people	A I
Ability to plan and undertake research, identify different kinds of evidence and their relative merits, and produce meaningful conclusions and recommendations	A I P
Ability to identify, understand and interpret relevant legislation, policy and procedures and practice guidance	A I
Ability to produce clear, thorough, well-argued and accurate recording, reports and presentations	A I T
Ability to give and receive constructive critical feedback	A I T
Ability to problem-solve	A I T
Ability to identify and negotiate service improvements	A I D

Ability to use relevant administrative systems to ensure the accuracy, confidentiality and secure storage of sensitive information	A I
Suitable range of office IT skills, such as word-processing, internet and e-mail, data input, etc.	A I
Demonstrable understanding of equal opportunities and anti-discriminatory practice, and its particular relevant to this post.	A I
Ability to practice in an accountable manner, making effective use of personal time, prioritising appropriately, and taking personal responsibility	A I
Ability to recognise and maintain boundaries appropriate to the role	A I
Ability to maintain objectivity and work without bias	A I
Commitment to the principles of customer care	A I
Ability to work as a member of a team	A I
Mobility required due to need to visit different office locations across the County, and to meet people in their own homes. Applicants with disabilities will need to be able to perform tasks with suitable aids. Applicants must be able to drive, hold a current licence, and have access to a suitable vehicle.	A

Desirable Criteria

Assessed By:

Qualifications relating to customer care, investigation, or inspection.	A,I,D
Qualifications relating to providing or commissioning social care or other Council services	A,I,D
Experience handling complaints and representations in a Local Authority, or similar organisation.	A,I
Experience of running service user groups, training and staff support activities.	A,I
Experience dealing with customers with different communication needs.	A,I
Experience of producing information in a wide range of formats	A,I
Knowledge and experience in using the principles of Plain English.	A,I
Experience of undertaking complaint investigations, or other difficult investigations, inspections, audits, or similar.	A,I
Understanding and experience of the policies, practices and procedures relating to public services and local government.	A,I
Understanding and experience of relevant legislative and procedural guidance about social care services.	A,I
Experience or qualifications in mediation, conciliation or problem-solving	A,I,D
Knowledge and understanding of the Data Protection Act, and the Freedom of Information Act	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	