

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Customer Care Officer |
| HBC Grade: | HBC 4 |
| Service: | Policy, Performance and Customer Care |
| Division: | Complex Care |

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| **Main Purpose of the Role** |
| 1. Assist the Principal Manager in the administration and development of the Adult Social Care complaint and compliment processes and other associated appeals processes.
2. Co-ordinate, monitor and record Freedom of Information Requests relating to Adult Social Care to ensure they are responded to in a timely manner.
3. Liaise with operational and administrative services to process requests for access to records, identifying any information which can be shared.
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| **Key Duties**  |
| **1** | Co-ordinate all Adult Social Care complaints in an organised, consistent and structured approach in line with the relevant policies and procedures. |
| **2** | Support the Complaints and Compliments processes including: assisting in the initial clarification and problem solving process (gathering information, liaising with and advising operational teams and complainants). |
| **3** | Agree, in liaison with the complainant and the relevant operational services, a Complaint Action Plan, and keep the complainant informed with progress |
| **4**  | Where required, co-ordinate and monitor progress of complex investigations along with the facilitation of associated review and appeals panels. |
| **5** | Co-ordinate, monitor and record Freedom of Information requests relating to Adult Social Care to ensure they are responded to in a timely manner. |
| **6** | Monitor the Complaints and Compliments process to ensure compliance with statutory and local targets, including the maintenance of accurate and robust recording to inform management reporting mechanisms. |
| **7** | Monitor the compliance with actions promised in the resolution of complaints. |
| **8** | Liaise with operational and administrative services to identify the information held that can be shared under the Subject Access Requests Policy and manage the process, ensuring that requests are dealt with in accordance with the legislative framework. |
| **9** | Liaise with other departments in carrying out the above duties, whenever necessary, for example, Records Management Unit, Information Governance Team. |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| Educated to GCSE standard or equivalent, including passes in English and Mathematics, or demonstrable equivalent experience and ability in the functions of the job. | Further qualifications in administration/business management | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified**  |
| **ESSENTIAL** | Experience, or ability to demonstrate skills and competence in dealing sensitively with enquiries/complaints from the general public. | Knowledge of social care IT systems and records to apply in systems development and access to record requests projects. | Good interpersonal skills - to be applied in dealing with enquiries from the public, consultation exercises, colleagues, and other people we do business with. | Application / Interview /Assessment |
|  | An awareness of the importance of confidentiality of service users. | Ability and willingness to work as part of a team and provide guidance to other staff. | Application / Interview /Assessment |
|  |  | Ability to prioritise and organise work, and build positive working relationships with staff at all levels & negotiation skills, to ensure tight timescales are met. | Application / Interview /Assessment |
|  |  | Ability to present information clearly in a variety of formats. | Application / Interview /Assessment |
|  |  | Keyboard skills and a good knowledge of Microsoft software packages. | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
| **DESIRABLE** |  |  | Effective report writing and presentation skills. | Application / Interview /Assessment |
|  | Knowledge of the work of the Directorate and IT systems used. | The ability to recognise how complaints and compliments are used to drive the improvement agenda. | Application / Interview /Assessment |
|  | Knowledge of printers and graphics |  | Application / Interview /Assessment |
|  | An understanding of the Data Protection Act |  | Application / Interview /Assessment |
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|  |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Well-motivated with a desire to provide quality services. |  | Interview / Assessment / Documentation  |
| Commitment to equal opportunities. |  | Interview / Assessment / Documentation |
| Flexible and adaptable |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.