

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PE	Role Title	Customer Relations Officer
Grade	PS9	Reports to (role title)	Complaints and Enquiries Manager
		Directorate	Children, Families, Learning and Communities
JE Band	314-370	Service	Quality & Performance
		Team	Quality Relationships
		Date Role Profile was created	Nov-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Manage a caseload of complaints, representations and enquiries through to conclusion/resolution across Children's services ensuring efficient and timely responses to support business efficiency and service improvement. Model and support a strong customer focus balanced with an awareness of potential risks to the council, and promote early resolution of complaints whenever possible. Receive and progress complaints, representations and enquiries from a range of sources and work with operational managers and staff to ensure clear and informative responses within statutory timescales and/or council policies, and ensure that responses/correspondence has been quality assured before issue. Maintain up-to-date and accurate information on bespoke IT tool to monitor and support efficient service delivery. Liaise with independent people/investigating officers as necessary to support the provision of high quality complaints and enquiry handling. Advise the team manager of any risks emerging from complaints/representations so that improvement action can be taken at the earliest opportunity. Contribute to the development and delivery of training of Children's services staff in effective complaints management.
Work Context	The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions. Customer Relations Officers receive complaints, representations and enquiries from service users or their representatives and including MP and elected members enquiries. Role holders operate as individuals but work closely with operational managers and elected representatives, as well as externally directly with service users. They may also engage with outside bodies such as the Local Government Ombudsman.
Line management responsibility if applicable	No line management responsibility but will deploy and liaise with individuals from an independent people; investigating officers pool.

Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Contribute to the development and achievement of business plans in their work area to develop and implement agreed strategy. • Promote and manage the delivery of the service to meet the needs of the public. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to promote engagement with the service area. Analysis, Reporting & Documentation • Ensure processes and systems are in place to monitor and review service delivery and achievement of agreed objectives. Finance/Resource Management • Monitor and advise on budget expenditure in accordance with the council policies and procedures. • May manage external suppliers and contracts. Work with others • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery. People Management • May manage a team operating in a well defined specialist area and organise deployment of staff and work and/or appropriate support for service users. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree and/or relevant professional qualification or considerable experience of working within the service area. • Thorough knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Ability to understand and monitor budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. • Proven IT skills and able to use technology to be effective in the role. • Ability to prioritise and plan and make best use of personal resources in achieving performance objectives. • Ability to manage a range of projects through to completion. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Knowledge of national legislative and policy agenda for Children’s Services, including regulation of children social care. Knowledge of the legislative and regulatory framework for complaints and representations. Proven ability to interpret and analyse information and produce high quality written responses. Ability to effectively coordinate Children's services complaints/enquiries. Excellent organisational and planning skills. Experience of working directly with children, young people and their carers in a social care or similar setting. Enhanced DBS Clearance. Willingness and ability to travel around county and work outside normal office hours.
Role Summary	Roles at this level lead and manage the work of a team providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading on a project to promote a community/cultural activity. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan. They will work largely autonomously with access to guidance from more experienced professionals.

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