

## **Kent County Council**

### **Job Description: Customer Care and Complaints Officer**

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<b>Directorate:</b>	<b>Deputy Chief Executive's Department</b>
<b>Division:</b>	<b>Marketing and Resident Experience (MRX)</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Complaints and Customer Care Manager for Adult Social Care</b>

#### **Purpose of the job:**

Coordinate complaints, compliments and enquiries received and ensure that the quality of responses meets legislative requirements and performance targets. Monitor the performance so that target response times are met and lessons from complaints are learned. Ensure principles of complaints handling are applied and standards met, challenge where they are not and make changes as necessary.

#### **Main duties and responsibilities:**

1. Act as an initial point of contact for responding to queries from the Customer Care and Complaints Advisors on complex complaints and enquiries, ensuring that accurate information is captured and logged and appropriate escalation is undertaken.
2. Gather information to respond to Freedom of Information Requests and Subject Access Requests.
3. Ensure investigations are carried out correctly and proportionately and quality assure draft responses. Support the Complaints and Customer Care Manager with the management and administration of external investigations. Input into investigations and attend meetings as required.
4. Assist the team to respond to Enquiries from the Local Government and Social Care Ombudsman, drafting replies and ensuring timely follow up. Support the collation of information by operational staff to inform responses.
5. Support the collation of information from operational staff. Develop good working relationships with teams, partners and organisations to enhance service delivery and meet required standards providing support, advice and guidance as required.
6. Regularly review systems and processes used within the team. Ensure that the data held on the complaints database is of excellent quality and provides accurate and timely information for performance reports, audits, service reviews, FOI requests, quality assurance purposes and management meetings. Ensure compliance with all relevant legislation and statutory requirements relating to the governance and administration of complaints for the directorate.
7. Identify problem areas and provide information to the Complaints and Customer Care Manager to enable effective monitoring of the service to take place.

8. Support staff in providing advice, training and guidance as appropriate so that staff can deal with all complaints and enquiries effectively in line with local and statutory requirements.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council  
 Person Specification: Customer Care and Complaints Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>NVQ 4 or 5 (or equivalent) or a demonstrable level of experience in a relevant subject.</li> <li>Evidence of continued professional development.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Practical experience in a relevant field to include liaison with families and professionals in challenging situations</li> <li>Experience of working with challenging and conflicting priorities</li> <li>Experience of handling potentially confidential and sensitive information.</li> <li>Experience of working in a large organisation (public, private or voluntary sector).</li> <li>Experience of reviewing systems and processes.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills, showing a high level of empathy.</li> <li>Ability to handle potentially sensitive and confidential information.</li> <li>Be able to act on own initiative.</li> <li>Be highly resilient and able to withstand emotional pressures.</li> <li>Be clear, concise and empathic when responding to complaints.</li> <li>Have a high standard of written English.</li> <li>Ability to use a range of IT systems.</li> <li>Ability to engage in an appropriate manner with members of the public, MPs, local Members and senior managers.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Good understanding of a broad range of policy and service issues across Adult Social Care and Health.</li> <li>Detailed knowledge of legislation relating to the administration of complaints.</li> <li>Commitment to equalities and the promotion of diversity in all aspects of working.</li> <li>Awareness of GDPR and confidentiality issues.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> </ul>

- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making