

## Kent County Council

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

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Marketing &amp; Resident Experience (MRX)</b>
<b>Grade:</b>	<b>KSE</b>
<b>Responsible to:</b>	<b>Customer Feedback Manager</b>

#### **Purpose of the Job:**

Support the team with the administration and processing of complaints, enquiries, coroner's enquiries, Local Government and Social Care Ombudsman investigations, MP and local Member enquiries or general enquiries and customer care initiatives for the CYPE Directorate.

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

- Administration of the complaints and enquiries procedures across the directorate, acting in the Line Managers' absence when required. Maintaining and managing incoming complaints and registering them appropriately, ensuring that the correct correspondence is sent to the relevant parties. Ensure responses meet minimum standards in terms of quality and compliance with General Data Protection Regulations; and that all complaints and enquiries are dealt with appropriately, consistently and within statutory and corporate timescales.
- Maintain the computerised database for complaints and enquiries. Update procedural stages as necessary, to ensure that relevant and accurate information is provided upon which decisions concerning service delivery can be made. Ensure that data validation is carried out on a regular basis. Prepare and develop reports ensuring the accuracy of data provided as needed by the team.
- Ensure the accurate recording of complaints made by telephone or any other method, contributing to the development of investigations or further research. Determine the most appropriate process to be used for each case received. Ensure that safeguarding issues are identified quickly and processed within agreed business processes.
- Quality assuring replies, so that they meet the required standards, so that all complaints are dealt with appropriately, consistently and within statutory and corporate timescales. Support managers to draft good quality responses, using their input as a basis for writing clear responses in line with the organisation's customer feedback policies.
- Contribute to specific work packages relating to customer contact standards, identifying problem areas, in order to ensure that accurate monitoring takes place to inform decisions concerning service improvements.

- Act as an initial contact point of contact for the CYPE directorate, redirecting customers to the appropriate agency or finding out further information where necessary to ensure that the relevant advice is provided promptly, and that customers and staff are given correct advice concerning the complaints procedures.
- Appoint Investigating Officers, Independent Persons and Panelists within the complaints handling process and legislation.
- Develop a good working knowledge of all processes relevant to the handling of customer feedback to facilitate effective complaints handling and the provision of accurate information to customers and staff.

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

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## Person Specification: *Complaints and Customer Care Adviser*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• NVQ level 3 (or equivalent) in a relevant subject</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working within a customer care/complaints service.</li><li>• Experience of working with senior managers, MPs, Elected Members etc.</li><li>• Experience of drafting complaint responses and/or correspondence and detailed documentation.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to deal with complex complaints and enquiries from a wide range of customers.</li><li>• Excellent level of written English.</li><li>• Excellent interpersonal and communication skills. Must be able to communicate effectively at all levels and be able to converse at ease with the public, answer questions and provide advice.</li><li>• Ability to deal with difficult and/or persistent customers. Ability to absorb high quantities of information.</li><li>• Ability to prioritise workloads and work under pressure whilst adhering to timescales.</li><li>• Excellent IT skills and an ability to accurately input information onto databases.</li><li>• Ability to draft good quality correspondence. Ability to undertake research.</li><li>• Ability to travel to meet the requirements of the service.</li><li>• Tact and diplomacy when dealing with customers and stakeholders etc.</li><li>• Treat customers fairly, with respect and ensure that they are involved and kept informed of any decisions which may have a direct impact on them.</li><li>• Ability to contribute positively to the work of the team.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Good awareness of policy and service provision across the Children, Young People and Education directorate, including safeguarding procedures.</li><li>• Knowledge of a range of IT systems, including spreadsheets and database packages.</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></ul>

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|  | <ul style="list-style-type: none"><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> |
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