

**Directorate:** Deputy Chief Executive's Department

**Division:** Marketing and Resident Experience (MRX)

**Grade:** KR9

**Responsible to:** Children's Complaints and Customer Care Manager

**Purpose of the job:**

Coordinate complaints, compliments and enquires 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:**

- Act as an initial point of contact for complex complaints and enquiries, ensuring that accurate information is captured and logged. Support the Complaints and Customer Care Manager with the management and administration of investigations. Input into investigations and attend meetings as required.
- Working with Manager to respond to complaints received via KCC complaints and the Local Government and Social Care Ombudsman, drafting replies and ensuring timely follow up.
- Support the collation of information by officers to inform responses. Develop good working relationships with partners and organisations to enhance service delivery and meet required standards providing support, advice and guidance as required.
- Collate complaints data to inform the Heads of Service and Managers to improve quality of service. Support the Complaints and Customer Care Manager with the production and distribution of reports and the dissemination of lessons learned.
- Ensure investigations are carried out correctly and consistently, including quality assuring draft responses.
- Ensure compliance with all relevant legislation and statutory requirements relating to the governance and administration of complaints for the directorate.
- Identify problem areas and provide information to the Complaints and Customer Care Manager to enable effective monitoring of the service to take place.
- 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 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.

# Kent County Council

## Person Specification: *Complex Case 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>Proven experience in a relevant field to include working with parents 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>Have knowledge of processes regarding Statutory Assessment and Annual Review.</li> <li>Be able to act on own initiative.</li> <li>Be highly resilient and able to withstand emotional pressures and a highly pressurised environment.</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>Detailed understanding of a broad range of policy and service issues across Integrated Children's Services and SEND.</li> <li>Detailed knowledge of legislation relating to the administration of complaints, including the Children Act complaints procedure.</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>BEHAVIOURS</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> <li>We are all <b>responsible</b> for the <b>difference</b> 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>Curious - 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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