

Directorate: Deputy Chief Executive's Department

Department: Marketing & Resident Experience (MRX)

Grade: KSE

Responsible to: Customer Feedback Senior Officer (GET.CED.DCED)

Purpose of the Job:

Support the team with the administration and processing of complaints, enquiries and compliments – including Local Government and Social Care Ombudsman, MP, local Member or general customer feedback enquiries from members of the public.

Main duties and responsibilities:

1. Support the team to ensure that accurate information is captured and logged and allocated to an identified individual for investigation.
2. Administration of the complaints and enquiries procedures across the Directorate, acting in the line managers' absence when required. Maintain and manage incoming complaints and register them appropriately, ensuring that the correct correspondence is sent to the relevant parties and that relevant information is provided, so that all complaints are dealt with appropriately, consistently and within statutory and corporate timescales
3. Quality assuring replies, so that they meet 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.
4. 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.
5. Ensure the accurate recording of complaints regardless of method of contact. Manage and support managers to plan complaint investigations and responses, supporting the administration of investigations or further research as required. Determine the process to be used for dealing with complaints received. Ensure that safeguarding issues are identified quickly and processed within agreed business processes.
6. 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.

7. Act as a point of contact point, 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 procedure. Liaise with colleagues in other agencies where joint responses to complaints and enquiries are required.

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 Feedback Advisor (GET.CED.DCED)

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
QUALIFICATIONS	NVQ3 (or equivalent) in a relevant subject
EXPERIENCE	- Experience of working within a customer care/complaints service - Experience of working with senior managers, MPs, and Members - Experience of drafting complaint responses and/or correspondence and detailed documentation
SKILLS AND ABILITIES	- Able to deal with complex complaints and enquiries - Excellent interpersonal skills and communication skills - Excellent level of written English - Able to deal with difficult or vexatious complainants - Ability to quickly absorb high quantities of information - Able to prioritise workloads and work under pressure - Excellent IT skills and able to input to databases - Ability to travel to meet the requirements of the service
KNOWLEDGE	- Good awareness of policy and service provision across Growth, Environment & Transport, Chief Executive's and Deputy Chief Executive's Offices - Knowledge of a range of IT systems including spreadsheets and database packages - Commitment to equalities and the promotion of diversity in all aspects of working. - Awareness of GDPR and confidentiality issues
BEHAVIOURS AND KENT VALUES	- We are brave. We do the right thing, we accept and offer challenge - We are curious to innovate and improve - We are compassionate, understanding and respectful to all - We are strong together by sharing knowledge - 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
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