

<b>Directorate:</b>	<b>Deputy Chief Executive's Department</b>
<b>Unit/Section</b>	<b>Customer Service Delivery, Marketing and Resident Experience</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Customer Care and Complaints 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 Directorate.

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

1. Support the team to ensure that accurate information is captured and logged and allocated to an identified team for investigation.
2. Implement the administration of the complaints and enquiries procedures across the Directorate, liaising with Officers in the line manager's 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 the correct information is provided, ensuring replies meet required standards, so that all complaints are dealt with appropriately, consistently and within statutory and corporate timescales
3. Maintain the computerised database for all types of feedback. Update procedural stages as necessary, to ensure that relevant and accurate information is provided upon which decisions concerning service delivery can be made. Take forward data validation changes in liaison with the Officers on a regular basis. Support the preparation of standard and non standard reports ensuring the accuracy of data provided. Carry out initial quality check on responses and raise any issues with the Officers. Identify lessons from responses to capture on system and monitor their completion.
4. Ensure the accurate recording of complaints made by telephone or any other method. Contribute to and create complaints plans, the management and administration of offline 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.

5. 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. Support the Customer Care and Complaints Manager with the provision of training, attending meetings as required.
6. Act as a point of contact, 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 to ensure a lead agency is appointed and all points of complaint are responded to within a single response. Provide support and guidance to internal staff on the complaints process and the effective handling of concerns and complaints.
7. Support the team in the handling of complex and challenging complaints and the management of unreasonably persistent or vexatious complainants.
8. Ensure that all Coroner's requests are handled promptly in accordance with guidance and act as contact point for the Coroner's office in the handling of their enquiries. Liaise with operational staff to keep these enquiries managed within timescales.
9. Develop a good knowledge of social care and health processes and systems in order to facilitate effective complaints handling and the provision of accurate information to complainants and clients.

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: Customer Care and Complaints Advisor

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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>NVQ3 (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, and Members</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>Able to deal with complex complaints and enquiries</li> <li>Excellent interpersonal skills and communication skills</li> <li>Excellent level of written English</li> <li>Able to deal with difficult or vexatious complainants</li> <li>Ability to quickly absorb high quantities of information</li> <li>Able to prioritise workloads and work under pressure</li> <li>Excellent IT skills and able to input to databases</li> <li>Ability to travel to meet the requirements of the service</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Good awareness of policy and service provision across social and health care</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> <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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