Job Description

POST COMPLAINTS OFFICER

RESPONSIBLE TO Complaints manager

grade Grade f (£21,962 - £24,964)

**objectives** To provide comprehensive administration, monitoring, practical delivery and development of the council/Clinical Commissioning Group complaints function to support the efficient and effective operation and delivery of the policy and associated procedures.

MAIN DUTIES AND RESPONSIBILITIES

1. To deliver an effective administration of complaints received, including the acknowledgment, investigations, and responses in line policy and procedures.
2. To liaise effectively with service users, carers, staff and managers, in relation to complaints.
3. To offer assistance and advice, raise awareness and promote understanding of the procedures to both internal and external customers.
4. To monitor, evaluate, maintain and lead the continual development of the complaints handling systems and processes to ensure compliance with regulators and learning from feedback from customers.
5. To analyse complaints data, and produce performance management reports that identify development, learning, trends and process improvements.
6. To identify options for the provision of advocacy and mediation in relation to complaints.
7. To develop and directly assist in the provision of training and awareness raising in the handling of complaints for staff and other stakeholders
8. To assist in establishing ‘easy access’ pathways to the Complaints procedure and to publicize complaints by various methods to users, carers, staff and other stakeholders.
9. To assist in the review, development and implementation of quality standards for the operation of the complaints process and customer service standards.
10. To co-ordinate the organisation of meetings and attendees, in addition to minute taking, arranging venues and equipment in line with the statutory/policy requirements/guidelines.
11. To maintain an up to date knowledge of legislation and practice in relation to complaints handling.
12. To contribute to the timely provision of information to the Local Government Ombudsman.
13. To develop and maintain networks and contacts across a wide range of public and private organisations to share intelligence and good practice.
14. To ensure the provision of the complaints function in line with statutory guidelines in the absence of the Complaints Manager.

GENERAL

1. As an employee of Tameside MBC, responsibility for the implementation of the Equal Opportunities Policy.
2. Comply with the Health and Safety legislation and the Council’s policies and procedures and have a duty of care to yourself and your colleagues.
3. Comply with the Council’s and practices surrounding training and development, which includes regular employee development reviews and supervision and team meetings.
4. To attend all relevant training courses as required
5. To undertake your duties with a focus on and maintaining high quality customer care and continuous improvement of services and in line with the standards of Customer Service Excellence.

GENERAL STATEMENT

The above duties and responsibilities do not include or define all tasks that may be required to be undertaken by the postholder. Duties and responsibilities may vary without changing the general character of the duties or level of responsibility entailed.

|  |  |  |
| --- | --- | --- |
| COMPLAINTS OFFICER - PERSON SPECIFICATION | | |
| COMPETENCIES SKILLS, KNOWLEDGE, EDUCATION | CATEGORY | METHOD OF ASSESSMENT |
| Education Standard/Qualifications GCSE standard of education or equivalent | E | App Form/Cert |
|  |  |  |
| SkillsAbility to plan, progress and evaluate own work Ability to provide written and verbal reports  Ability to network and work with a range of agencies  Ability to work in an inclusive and anti-oppressive way  Ability to use Information Technology for word processing and spread sheet productions  Ability to raise the profile of complaints initiatives  Ability to communicate effectively with a wide range of people.  Ability to analyse and evaluate data  Ability to develop and deliver training opportunities  Microsoft Office ICT skills  Effective communication skills  Good administrative ability, with attention to detail  Accurate recording skills  Excellent organisational skills  Statistical analysis | E  E  E  E  E  E  E  E  E  E  E  E  E  E  D | Interview  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int |
| Training Microsoft Office  SWIFT database  Complaints systems  Agresso | E  D  D  D | App Form/Int  App Form/Int  App Form/Int  App Form/Int |
| Knowledge Knowledge of role and function of Adult social care services  Awareness of Complaints Procedure  Anti-discriminatory practice | E  E  E | App Form/Int  App Form/Int.  App Form/Int |
| Experience Substantial experience within Local Government  Experience of dealing with Service Users and Carers, both face to face, and over the phone  Experience of working with a range of stakeholders  Experience of working in a customer focussed environment | D  E  D  E | App Form/Int  App Form/Int  App Form/Int  App Form/Int |
| Personal Qualities Ability to maintain confidentiality  Ability to work as part of team  Ability to use own initiative  Ability to communicate with Service Users and Carers, and a wide range of professionals  Ability to deal sensitively with Users and Carers  Ability to remain calm when dealing with a range of emotions  Good listening skills, and an ability to quickly understand a situation  Ability to empathise with people  Ability to work flexibly, and able to meet deadlines Ability to undertake a progress chasing role | E  E  E  E  E  E  E  E  E  E | App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int  App Form/Int |