

Job specification

Job title: Customer Relations Officer Adults

Service: Support and Safeguarding

Grade: G7

Reporting to: Customer Relations Manager

Your job

You will work in the Support and Safeguarding Service as part of a broader Adult Social Care and Health Team. You will play a key role in supporting the Council to deliver an effective and responsive complaints service to residents, their families and representatives across the borough.

This role focuses specifically on Adult Services and you will have a good understanding of the current offer to adults and the arising issues, particularly with regard to Social Care. You will liaise with customers and social care staff at all levels and across all areas, and partner agencies within the Health Authority and the provider sector to ensure complaints are investigated and responded to appropriately and in a timely manner.

You will have an understanding of the legislation and guidance relating to complaints against Adult Social Care and Health and will work alongside the Customer Relations Manager to deliver training to Social Care staff on investigating and responding to complaints and will provide ongoing advice, guidance and support to ensure positive customer care.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an on-going basis you will:

- Support the Directorate to meet the statutory requirements of the complaints function for Adult Social Care and Health
- Provide professional advice and support to people who are dissatisfied with the Directorate's services and who are entitled to make a complaint under specific complaint legislation
- Mediate with managers and customers to achieve resolutions to complaints at an early stage to promote customer satisfaction and reduce staff costs and resources
- Liaise with partners in the Health Authority and external agencies in the investigation and response to joint complaints
- Produce relevant complaint documentation identifying complaints and desired outcomes in agreement with the complainant
- Support managers and designated officers in the effective handling, investigating of and responding to complaints
- Provide written responses to lower level complaints and assist in the compilation of and quality assure complaint responses from managers and designated officers
- Investigate and draft responses to enquiries from elected members and MP's
- Ensure compliance with complaint legislation including adherence to timescales
- Maintain effective communication with complainants and investigating officers throughout the course of a complaint investigation
- Assist the Customer Relations Manager in delivering staff training
- Attend relevant Team Meetings to provide feedback on common themes and learning from complaints

- Assist in the production of a quarterly newsletter to update teams on complaint and compliment activity and good news stories
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- A broad understanding of Adult Services provision
- An understanding of complaint legislation and guidance relating to complaints about Adult Social Care and Health
- Experience of working within a complaint/customer care setting
- Experience of working in fraught situations and dealing with difficult and/or distressed customers/staff
- Excellent verbal and written communication skills
- The ability to remain calm and manage conflict
- Resilience when working with emotionally distressing situations
- The ability to analyse often complex information from a range of sources and provide clear and concise written responses/ reports
- The ability to quality assure complaint responses to ensure they address the issues raised and desired outcomes
- The ability to risk assess complaints and determine the most appropriate method to address a complaint through negotiation with the complainant and relevant manager
- The ability to liaise appropriately with Social Care staff at all levels and with MP's/elected members
- The ability to manage your own time and work to timescales ensuring your own and designated officers' deadlines are met
- The ability to be flexible and prioritise tasks whilst working under pressure
- The ability to work as part of a team and on your own initiative
- The ability to manage multiple complaint investigations at one time across a range of areas
- Confidence in speaking in public and providing training to operational staff across Adult Social Care
- Experience of working with electronic data recording systems

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in

Staff Deal



Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed

Donna Hall CBE, Chief Executive

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed