

Northumberland County Council

JOB DESCRIPTION

Post Title: Senior Complaint Coordinator		Director/Service/Sector Improvement and Innovation		Office Use	
Band: 7		Workplace: County Hall			JE ref: 4121
Responsible to: Corporate Complaints Manager		Date: March 2022		Manager Level: N/A	
<p>Job Purpose: Develop positive working relationships internally with other departments, and externally with partner organisations to promote continuous improvement and collaborative working. This will be achieved by managing the receipt, handling, and resolution of complex complaints/enquiries in accordance with local, national, and statutory standards. In addition, the post holder will act as an expert advisor on complaints handling, providing support, advice, and guidance to all levels of staff, ensuring that statutory and organisational requirements are met, with a focus that complaint handling delivers the best outcome for the complainant and the service involved.</p> <p>To facilitate effective and confidential handling of complaints across the council using discretion and initiative, including developing and maintaining appropriate administrative systems, drafting, and checking responses to complaints, and provide key stakeholders with monitoring reports and information, including analysis and advice.</p> <p>They will also support the service to deliver new initiatives which support the Councils visions, values and priorities around continuous improvement.</p>					
Resources		<ul style="list-style-type: none"> • A small number of staff as necessary 			
Staff		<ul style="list-style-type: none"> • Handling cheques and invoices 			
Finance		<ul style="list-style-type: none"> • Spend a considerable amount of time in a sitting position, driving between sites for meetings when required. . • Be responsible for handling and processing considerable amounts of manual or computerised information, where care, accuracy, confidentiality, and security are critical. • Contribute to developing information storage systems concerning complaints and enquiries to ensure the systems are viable and fit for purpose. 			
Physical		<ul style="list-style-type: none"> • Assist service users and members of the public during incidental contacts as required. • Be responsible for arranging and coordinating the investigation of complex issues about possible failings in service provided to individuals; and will need to have a clear understanding of the issues involved. • Be responsible for liaising with corporate central government bodies on behalf of the Local Authority, including the Local Government & Social Care Ombudsman. 			
Clients		<ul style="list-style-type: none"> • Assist service users and members of the public during incidental contacts as required. • Be responsible for arranging and coordinating the investigation of complex issues about possible failings in service provided to individuals; and will need to have a clear understanding of the issues involved. • Be responsible for liaising with corporate central government bodies on behalf of the Local Authority, including the Local Government & Social Care Ombudsman. 			
<p>Duties and key result areas:</p> <ul style="list-style-type: none"> • The role requires you to influence and work closely with internal services to improve complaints handling and involves handling complex inquiries, liaising and problem-solving with various stakeholders. • Work closely with the Executive Team representatives and actively engage in monitoring and overseeing timely response to concerns raised via that route. • To have extensive knowledge and understanding of the Local Authority complaints processes (both statutory and corporate) and provide accessible and appropriate information/ advice to looked after children, adults, families and carers who wish to make a complaint. Prioritise work in a customer-focused setting. • Responsibility for a caseload of complaints, as delegated by the relevant Complaints Manager. • Manage complaints that progress to the Local Government and Social Care Ombudsman, being responsive and maintaining robust communication. • Coordinate own caseload, carefully checking responses to ensure thoroughness, appropriateness, and accuracy. Where necessary, seek clarification or additional information and gain advice from the lead investigator. • If necessary, organise and facilitate meetings with complainants and relevant staff to facilitate timely resolution concerns or complaints. • Be responsible for effective time management to prioritise an unpredictable workload whilst ensuring complaint responses are provided within agreed time frames. 					

- Work as a flexible team player supporting and deputising for other team members as necessary.
- Support the development of effective systems to collect, monitor, review and learn from feedback.
- Facilitate, promote, and advocate effective communication between residents, service users and staff to resolve conflict and concerns, often in emotional circumstances, exploring the most suitable and appropriate form of action needed to meet their needs. At times acting as a single point of contact for residents displaying unreasonable and persistent behavior.
- Work independently and unsupervised, referring to and liaising with senior staff to ensure residents' concerns about unacceptable standards are resolved appropriately, ensuring corrective action is taken.
- Contribute to analysis and presentation of detailed information on trends and themes from complaints and feedback. Use this information to support a variety of reports for appropriate committees.
- Provide key stakeholders with monitoring reports and information, including analysis and advice.
- The post holder will be required to undertake any other duties and responsibilities within the framework of the post.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	May involve travel to addresses throughout the County and further afield on occasion in pursuing the resolution of complaints.
Working patterns:	Regular office hours but flexi-hours may apply if staff provide cover. Some out of hours work may be necessary.
Working conditions:	Minimal exposure to unpleasant, disagreeable, or unpleasant working conditions.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Senior Complaint Coordinator	Director/Service/Sector: Improvement and Innovation	Ref: 4121
Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree level or equivalent standard of education or experience Thorough working knowledge of legislation and best practice relating to LG complaints. Knowledge of current practice, procedures, trends, and developments within public bodies. Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment.	Evidence of relevant training or work-based experience Relevant degree or post-graduate diploma, e.g. MBA, DMS.	A/I
Experience		
Recent and relevant experience in dealing with a client or public complaints. Recent experience in coordinating the activities of multiple services, organisations or agencies. Experience in engaging effectively with others and building productive partnerships. Experience in managing projects to achieve set objectives successfully. Experience in drafting complex responses Experience in working with challenging or persistent behavior	Relevant experience in handling and resolving complex or sensitive complaints/enquiries in accordance with local, national, or statutory standards.	A/I
Skills and competencies		
Ability to build effective working relationships quickly. Ability to deal sensitively and diplomatically, both orally and in writing, with a wide range of complex and contentious information with a variety of correspondents Supervisory skills and the ability to effectively gain the co-operation and commitment of others. Advanced IT skills and able to effectively use ITC to achieve work objectives. Nurate and skilled at analysing/reasoning with complex business-related statistics. Persistence in applying a systematic approach to problem-solving. An effective advocate for the Directorate both within and externally. Maintains a professional demeanor in stressful and difficult situations. Strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Creates a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Works with limited access to managerial direction and extensive initiative and independence in ensuring the council complies with its legal obligations regarding complaints.		A/I
Physical, mental, and emotional demands		

Works typically from a seated position with some need to walk, bend, or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Some contact with public/clients in dispute with the County Council. Ability to deal professionally and, where necessary, sensitively with relevant enquires		A/I
Other		
Able to meet the transport requirements of the post		I

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others, e.g. case studies/visits.