

JOB DESCRIPTION

Post Title: Client Relations Assistant	Director/Service/Sector: Wellbeing and Community Health		Office Use
Grade: Band 4	Workplace: County Hall, Morpeth		JE ref: 246 HRMS ref:
Responsible to: Complaints Manager for Children’s Services	Date: 01 May 2020	Manager Lever:	
Job Purpose: Working within the Client Relations Team dealing with formal complaints made against the Council’s Social Care and Education Services and processing Subject Access Requests in relation to children’s social care records.			
Resources	Staff	No line management responsibilities.	
	Finance	No financial responsibilities	
	Physical	Due to the nature of social care work, the postholder will have access to highly confidential, sensitive and sometimes distressing information. The postholder will occasionally have to transport such documentation and ensure it is securely held in preparation for processing. Administration of IT systems for the processing of Subject Access requests and responses.	
	Clients	Any member of the public, Councillors, MPs, etc. Other agencies such as Health, Police, other local authorities, etc. Other Northumberland County staff requesting information, advice or guidance in relation to statutory complaint or SAR procedures.	
Duties and key result areas:			
Undertaken individually or as part of a team, these are examples of some of the duties that may be carried out by the postholder. The actual duties may vary depending on the requirements of the role.			
<ul style="list-style-type: none">Assist with the management of formal complaints from service users or their representatives in relation to Adult Social Care, Children’s Social Care and Education Services in accordance with statutory complaint legislation and Council policy.Assist with providing the Council’s response to Subject Access Requests made to Children’s Social Care Services within statutory framework requirements.Provide a public facing Client Relations Team response via telephone/email/in person, taking queries/complaints and recording them accordingly.Assist internal customers/colleagues with guidance/advice on statutory processes and Council procedures.Arrange and attend meetings with members of the public or internal officers.Perform general office duties including data inputting, photocopying, filing, etc.Process invoices for paymentDealing with incoming and outgoing post in accordance with established proceduresMaintain information systems such as filing, client or asset records, booking systems and distribute information as directed ensuring accuracy and confidentiality.Any other duties appropriate to the nature, level and grade 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:		<ul style="list-style-type: none">There will be a need to meet the travel requirements of the post to cover the Northumberland County Council geographical area.	

Working patterns:	<ul style="list-style-type: none">• The postholder will work predominantly regular office hours but will need to be flexible in their approach in order to accommodate peak working times and facilitate occasional meetings with complainants outside of these times. The post is subject to the flexible working scheme.
Working conditions:	<ul style="list-style-type: none">• Office/home working, various local authority office bases, other venues, residential homes and homes of service user applicants.• Will collect, review, and redact information from sources such as criminal investigations, child care, domestic issues that would require the utmost discretion and sensitivity. The person may find this information to cause considerable distress at times.

PERSON SPECIFICATION

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Essential	Desirable		Assess by
Knowledge and Qualifications			
Good standard of education - equivalent to 5 GCSE's A-C, including English and Maths. Awareness of legislation relating to Data Protection within local government. Willing to undertake ongoing continuous professional and personal development where required in order to fulfil the role.		<ul style="list-style-type: none">• Understanding of Data Protection Act and GDPR legislation.• Understanding of Local Government Act 1974	(a), (i)
Experience			
Previous experience of working in an office/administrative setting. Dealing with sensitive / contentious situations. Competence in using Google GSuite, Microsoft Office, word processing, spreadsheets and database systems. Experience in office administration.		<ul style="list-style-type: none">• Experience of working in local authority social care department or office based customer service environment.• Experience of Subject Access Request and complaint processes.	(a), (i)
Skills and competencies			
<ul style="list-style-type: none">• Good communication skills - Ability to engage with service users and members of the public face to face and via telephone.• Good written communication skills - ability to construct a letter/email quickly and accurately.• Good eye for detail and accuracy.• Accurate record keeping.• Good ICT knowledge - word processing, spreadsheets and databases.• Able to follow instructions and procedures with guidance.• Adaptable and able to deal with changing priorities.• Supportive and effective team player.• Clear and logical thinking required to deal positively with problems occurring within normal work routine with guidance.		<ul style="list-style-type: none">• Note/minute taking.	(a), (i)
Physical, mental and emotional demands			
<ul style="list-style-type: none">• Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.• Lengthy periods working in seated position but will have periods of standing, walking and lifting.• Due to the nature of social care work, the postholder will have access to and deal with highly confidential, sensitive and sometimes distressing information as well as coming into contact with some customers who may be irate or emotional.			
Other			

Committed to equality, diversity and safeguarding Committed to health and safety. Committed to confidentiality requirements.		
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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