

# Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

## SECTION A: Specific Role Profile

<b>Post Title</b>	Complaint Handling Officer	<b>Post No</b>	
<b>Directorate</b>	Customer Experience and Corporate Support		
<b>Division</b>	Customer Experience – Contact Centre		
<b>Band and Salary</b>	Band D £30,296 – £34,834 per annum (pay award pending). Incremental progression is subject to performance.		
<b>Responsible to</b>	Complaints Manager		
<b>Location</b>	Endeavour House,		
<b>DBS Check</b>	Not Applicable		
<b>Fluency Duty</b>	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		

### Role Purpose

The post holder is a member of the Customer Feedback Team, as part of the Contact Centre which handles a diverse range of enquiries via incoming and outgoing telephone calls, emails, social media and other Digital Channels.

The post holder will be a customer focussed, flexible, enthusiastic member of the team, responding to Stage 1 customer complaints to ensure that high quality, customer focused, timely responses are issued.

The post holder will be expected to work both on their own initiative and as part of a team in order to handle and respond to complaints.

### Role Responsibilities

To administer the Solihull Community Housing (SCH) Complaints process and procedures, working as part of a team to handle and respond to difficult or sensitive issues and customer complaints effectively.

To be responsible for the review and initial contact, investigation, response and solution to customer complaints, received through multiple channels such as phone calls, emails, customer service questionnaires and social media.

Investigates complaints for all service areas against company policies, procedures and regulatory guidelines, providing complaint solutions for customers. To understand the requirements of the Housing Ombudsman Code and the Local Government and Social Care Ombudsman Code.

Effective handling of complex, non routine and/or escalated customer contact with the appropriate level of support and empathy.

Contact customers and respond to complaints in line with SCH policy and Housing Ombudsman Service Framework. Liaising with service areas for support and information relating to complaints, reporting any concerns to their Line Manager.

To ensure complaints are handled efficiently, ensuring that customers are provided with up to date information regarding their complaint.

To use initiative and problem solving skills to deal with complaints via a range of communication methods including face to face, telephone, email, internet, letter and other digital channels.

To communicate effectively with customers and all stakeholders and take responsibility for keeping accurate and up to date records in accordance with appropriate standards and quality management systems.

To have detailed understanding of the Equalities Act 2010, how this may apply to customers and recognise their individual needs and respond accordingly, to consider reasonable adjustments.

To have excellent written communication skills, utilising plain English and detailing clear outcomes for customers

To collate information for HOS/LGSCO/BSR and any other relevant body in relation to complaints.

To be fully conversant and utilise the available ICT systems to effectively deal with Complaints, to ensure all customer details and enquiries are accurately recorded throughout the complaint handling process.

To be familiar with and keep up to date with SCH Complaint policies, procedures and appropriate legislation.

To extract learning from complaints, make recommendations for improvement and share with Line Manager and wider business.

To contribute to the Learning sets and Complaints Tool kit for handling complaints

To role model a positive complaints culture at SCH, liaising and supporting teams across the business to promote effective and collaborative complaint handling.

To take responsibility for their own personal development through attending and actively participating in appraisals, coaching sessions, training courses and supervision and monitoring their own performance to ensure personal targets are met.

When required to carry out the work of the Customer Feedback Officer in terms of acknowledging complaints and maintaining databases.

To support the preparation of timely performance data for the purpose of reports for the wider Organisation and elected members.

Be familiar with the key priorities for SCH and commitment to the vision and objectives within the Delivery Plan.

To identify trends and sources of reoccurring problems, through interpreting the information they have access to e.g. high levels of complaints, taking the initiative to analyse the root cause and share findings.

To have a proactive approach to resolving customer complaints and to actively support colleagues.

Deliver excellent communication skills both verbal and written with internal and external customers.

The post holder will be expected to carry out any additional duties that fall within the capabilities of their grading as required by their Manager.

## Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
<b>Education &amp; Qualifications</b>	NVQ Level 3 (or equivalent) in a relevant subject e.g. Business Administration or Customer Service  OR  The ability to demonstrate an equivalent level of knowledge obtained through extended experience.		Application form and Certificates
	Grade C or above in English		Application form and Certificates

<b>Experience &amp; Knowledge</b>	Extensive experience delivering customer service focused work in a front line service either face to face or over the telephone.	Experience of working within a Customer Service Team  Understanding of working within the Public Sector.  An understanding of the complex nature of services delivered by SCH and partners e.g. partner agencies	Application form and interview
	Experience of delivering team and personal targets and demonstrating continuous improvements.	Experience of working within a changing environment  Knowledge and understanding of the Customer Service delivery standards and targets.	Application form and interview
	Experience in handling and resolving in-depth enquiries, including those of a more complex nature	Knowledge and up to date awareness of relevant legislative regulations which are required to deliver SCH and partner services	Application form, testing and interview
	Experience of dealing with customers in sensitive situations, problem solving and resolving customer complaints	Experience of complex query handling and problem solving	Application form, testing and interview
	Experience in reviewing data, reports, activity logs and delivering findings to customers in multiple ways	Experience of reviewing data and summarising findings	
	Experience of letter writing and using plain English		
	A practical understanding of data protection and the importance of maintaining customer confidentiality.		Application form and Interview

<b>Skills &amp; Abilities</b>	Excellent ICT skills including ability to use MS Office suite (Word, Excel and Outlook or equivalent), the Internet/Intranet and databases to provide service delivery.	Knowledge and understanding of customer related management systems (Service Cloud)	Application form and interview
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	Excellent verbal and written communication skills with the ability to communicate service information in a clear, positive and professional manner.	Ability to demonstrate a clear understanding of the Vision and Values of the Council.	Application Form, testing and Interview
	Strong organisational skills with the ability to multi-task, prioritise and respond to a wide range of queries in pre-determined timescales.	Understanding of Service Level Agreements.	Application form and interview
			Application form and interview testing
	Excellent attention to detail with the ability to work to a high level of accuracy.		Application form and interview testing
	Strong problem solving skills with the ability to resolve non routine and more complex enquiries.	Ability to handle difficult and complex customer contact.	Application form and interview testing
	Ability to use initiative and take ownership of customer enquiries, dealing with distressed/ vulnerable customers in a sensitive, professional and constructive manner.	Working with external organisations to deliver services	Application form and interview
Ability to share knowledge with other members of the team.	Contribute to the management of performance	Application form and interview	

<b>Core Behaviours</b>	<b>Honest &amp; Responsibility</b> - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	<b>Excellence</b> - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	<b>Achieving Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	<b>Respect and Trust</b> - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	<b>Transparency and Simplicity</b> - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview

<b>Other Requirements</b>	Ability to work hours within the times of 8am to 6pm Monday to Friday. Please note: The Contact Centre	Application form and interview
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	hours may be reviewed to reflect customer's needs.		
	May, on occasion be required to travel to other sites around the borough in line with the needs of the service.		Application form and interview

<b>Compiled/Reviewed by</b>	Claire Albrighton
<b>Date</b>	June 2024