

Northumberland County Council

JOB DESCRIPTION

Post Title: Customer Insight/ Complaints Officer	Director/Service/Sector Place, Housing & Public Protection, Housing Services		Office Use
Band: Band 5	Workplace:		JE ref:3540 HRMS ref:
Responsible to: Engagement & Sustainability Manager	Date: January 2019	Manager Level:	
Job Purpose: <ul style="list-style-type: none">• To deliver a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied customers across the service.• To proactively contribute to identifying continuous improvement initiatives, developing business intelligence to identify changes, solutions and improvements in both the complaints process and customer insight.• Responsible for collecting and collating customer satisfaction information across the Housing Service and identifying opportunities for service improvement.• Assist in the delivery of an Engagement and Sustainability Service ensuring the provision of a high quality, responsive and customer focused service which meets Council and company objectives.			
Resources	Staff	None	
	Finance	None	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation	
	Clients	Daily contact with partner organisations, customers and stakeholders	
Duties and key result areas: <ul style="list-style-type: none">• To capture , Monitor and analyse all complaints and compliments for Housing Service as a whole and monitor progress against complaints.• To carry out customer satisfaction surveys from complaints• Produce monthly management reports on analysis of complaints recommending service improvements, policy changes as appropriate• To receive and record complaints and compliments across the service in line with the complaints procedure			

- To ensure all correspondence is accurate, clear and concise, .
- To develop close partnerships with internal managers/teams and external contractors in order to ensure that complaints are resolved satisfactorily within a timely manner and customers receive a high quality service.
- Assist in the production of guidance and delivery of training on complaints across the service when required.
- Provide support to collate information for Ombudsman cases.
- Create and administer customer satisfaction surveys by working closely with the senior sustainability coordinator and other divisions across the service
- Responsible for collating all information gathered from customer satisfaction surveys
- Work closely with the Engagement Officer in relation to creating engagement activities as a result of information gathered through customer insight /satisfaction surveys.
- Prepare regular information reports for senior managers regarding complaints and insight activity, to include trends, outcomes and issues highlighting issues.
- Provide advice, support and information to customers in a sensitive and confident manner, applying a customer first approach when dealing with colleagues and customers.
- Deal with situations with tenants that at times that may be contentious and complex in nature.
- To maintain appropriate relationships with key external and internal partners representing the organisation at meetings with various agencies for example safeguarding meetings.
- Ensure that all complaints and requests for information are dealt with effectively within set timescales and resolved at the earliest point of contact.
- Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
- Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services.
- Ensure the accurate recording of data and customer information to ensure high levels of performance and standards of customer service at all times.
- Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.
- 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	
Physical Requirements: Transport requirements:	
Working patterns: Working conditions:	Flexible working the ability to work occasional evening or weekend. Post based indoors

**Northumberland County Council
PERSON SPECIFICATION**

Post Title: Customer Insight / Complaints Officer	Director/Service/Sector: Housing Services	Ref: 3540
Essential	Desirable	Assess by
Qualifications and Knowledge		
Good standard of education to NVQ Level 3 or equivalent. Understands the diverse functions of a large complex public organisation. An active appreciation of the procedural and practical issues relating to the service. An active awareness of and active interest in the current issues facing the service.	A relevant housing qualification or equivalent.	

Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department. Actively undertaking ongoing continuous professional and personal development.		
Experience		
Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. Thorough knowledge and experience in a relevant context and service. An active desire to provide effective customer centred services.		
Skills and competencies		
Effective IT skills and ability to understand and develop the use of ITC to achieve work objectives. Confident and competent in expressing own views and an active participant in internal and external meetings. Numeratorate and able to analyse complex business related statistics. Ability to work methodically and systematically. Adopts a collaborative approach to work.		
Physical, mental and emotional demands		
Generally works from a seated position with regular need to walk, bend or carry items. Need to maintain general awareness, with lengthy periods of enhanced concentration. Regular contact with public/clients in dispute/negotiation with the County Council. Exposure to unpleasant working conditions within both void and tenanted properties. Be able to work under pressure.		
Motivation		
Dependable, reliable and a good timekeeper. Customer focused and able to deliver within tight timescales.		

Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision.		
Other		
Hold a valid driving licence and have use of a vehicle		

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

