|  |  |
| --- | --- |
| New RDC Logo colour.JPG | **Job Description and Person Specification** |

|  |  |
| --- | --- |
| **Job Title** | Customer Insight and Complaints Officer |
| **Section** | Customer Services |
| **Reporting to** | Customer Service Manager |
| **Grade** | Grade: 5 |

|  |
| --- |
| **Job Purpose** |
|  |
| The Customer Insight and Complaints Officer will support the Customer Service Manager in the development and operational delivery of the Customer Services function through promoting corporate standards and Council services, whilst seeking potential efficiencies.  The role involves coordinating a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied customers across our Council operations service. The role will also involve collecting, collating and analysing customer satisfaction information and identifying opportunities for service improvement.  This is a key role that requires great organisational skills, the ability to communicate with people on all levels, comprehensive IT and analytical skills and a desire to make a positive difference for our citizens of Ryedale. It is a crucial role within the team and will ultimately inform our service delivery  We are looking for a highly motivated person who is a great team player with a good level of education and exceptional communication skills to join us. |

|  |
| --- |
| **Job Context** |
| We have an exciting and innovative opportunity for a Customer Insight and Complaints Officer to join their new Customer and Communities Team.  Ryedale District Council is committed to provide excellent customer service to the citizens of Ryedale. |
|  |

|  |
| --- |
| **Operational Duties** |
| The post holder will be responsible for contributing to the development and delivery of the objectives of the Customer Service Team and wider Council Plan through:   * To deliver a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied customers across the service. * To proactively quality assure our response to customer complaints and contribute to identifying continuous improvement initiatives, developing business intelligence to identify changes, solutions and improvements in both the complaints process customer insight and service improvements. * Responsible for collecting and collating customer satisfaction information across the Council service and identifying opportunities for service improvement. * Assist in the delivery of an engaged and sustainable service ensuring we provide a high quality, responsive and customer focused service which meets Council objectives. * Monitoring the provision of the reception service, and covering as required, to receive all personal callers to Ryedale House resolving queries where possible by use of the CRM. * Dealing with all telephone and other enquiries, resolving where appropriate whilst maintaining an awareness of when to pass the call through to more senior or specialist colleagues. * Entering details of all queries onto the authority’s CRM and maintaining the customer database within the CRM. * Taking payments for all services both over the telephone and face to face. * Senior administrative tasks, as directed by the Customer Services Manager in order to resolve queries at first point of contact and support the delivery of the team’s objectives. * To input into how the authority delivers continuous improvement across all the access channels whilst providing a consistent and quality service. To include the development of both key performance indicators and service level agreements. * Accessing out of hours messages, entering details onto the CRM and dealing with the request by the appropriate method. * Retain on display various documentation for public inspection. * Arrange the booking of the interview rooms. * Maintain the visitors register, issuing and retrieving badges where appropriate. * Operate the fire procedure including telephoning and liaising with the Fire Brigade, safely evacuating Reception and preventing the public from entering the building until advised safe to do so. |

|  |
| --- |
| **Creativity, Innovation and Problem Solving** |
| Although general guidelines will be available, the post holder will have discretion to interpret these in the light of actual situations and problems encountered and will be expected to:   * Apply creative and innovatory thinking in the resolution of routine and more complex problems and handling of issues. * Amend existing procedures and the involvement in the development of new approaches, within own work area, to fit evolving needs. * Support the continuous improvement of services within the post holder’s work area with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs. |

|  |
| --- |
| **Contacts and Relationships** |
| Support the service in providing professional solutions to both internal and external customers, providing detailed advice and guidance as necessary through:   * Maintaining positive working relationships with colleagues, elected members, external partners and suppliers. * Proficiency in a variety of communication methods including face-to-face, over the phone, via email and other electronic channels. * Maintaining a high degree of tact and diplomacy, including the ability to maintain a high-level of confidentiality. |

|  |
| --- |
| **Project and Programme Management** |
| Supporting a range of projects which are consistent with the Customer Service Team and wider organisational objectives through:   * Contributing to the implementation of the Customer Service, Service Plan * Contributing to the development of policies and procedures in respect of Customer Services. * Delivering and reviewing the project plan, risk register and other project documentation and associated evaluation exercises. |

|  |
| --- |
| **Information Management and Performance Reporting** |
| * Providing accurate and timely information through the analysis of service and other information and the preparation of reports to facilitate evidence based decision making. * Ensuring excellent data management principals are adhered to through the provision of accurate data, record maintenance and completion of statistical returns in line with legislative or best practice guidelines. * Ensure effective and proportional performance monitoring and governance arrangements are developed, monitored and reported on for their areas of responsibility. * Carrying out monitoring and providing regular reports on progress and performance indicators to the Customer Service Team Leader. |

**General**

The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post.

The Council is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst the job description provides a summary of the post it may need to be amended to meet changing circumstances.

The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.

**Requirements of the Post**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications / Training** | * Good standard of education, including maths and English * Proficient in a wide range of IT packages and willing to continue to learn * Evidence of continuing professional development. | * Educated to ‘A’ Level standard or equivalent * Customer service related qualification |
| **Knowledge** | * A practical understanding of corporate systems in a multi-functional service * Awareness, knowledge and adherence to Information Governance/Data Protection principles. * Awareness and knowledge and commitment to Equality and Diversity and Health and Safety legislation and of safeguarding responsibilities. * Knowledge and understanding of local government. * Awareness of partnership and collaborative working, to enhance service delivery and maximise best value benefits. | * Good understanding of corporate complaints and the role this plays in organisational improvement * Good understanding of performance management |
| **Experience** | * Experience of working in a fast-paced customer-service environment | * Working in local, regional or national Government organisations. |
| **Occupational Skills** | * Enhanced Ability to plan and evaluate workloads, determining work methods to achieve objectives * Enhanced Ability to seek, evaluate and organise information to aid decision making. * Enhanced Ability to influence, advise and inform others, and build strong and productive working relationships with partners, Elected Members and senior officers. * Enhanced Ability to meet deadlines and manage changing and conflicting priorities as necessary * Enhanced Ability to create, maintain and enhance constructive working relationships. | * Enhanced ability to exchange information to solve problems and make decisions through leading and contributing to meetings and group discussions to solve problems and make decisions. * Ability to utilise statistical reporting tools for analysis of data and web based research methods for maintaining awareness of best practice and future developments. |
| **Other** | * Highest professional integrity |  |