

## JOB DESCRIPTION

**Job Title:** Customer Care Officer  
**Directorate:** People and Communities  
**Office:** Partnership and Quality Assurance (Children's)  
**Responsible to:** Jo Shickell  
**Grade:** S01

### Job Purpose

This role will support the Customer Care Manager in handling representations received by users of Children's Services wishing to provide feedback in relation to direct intervention, practice or policy.

### Principal Accountabilities

	<b>Principal Accountabilities</b>	<b>% Relative Importance</b>
1.	<p><b>Complaints Process</b></p> <p>Process children's social care complaints in line with relevant legislation, investigating and responding to complaints at all stages of the complaints procedure, and ensuring that all complaints are dealt with effectively and within timescales.</p> <p>To communicate with service users who wish to make a complaint about the service they have received from the local authority in order to establish the nature of their concerns and attempt to identify outcomes and resolution prior to commencing an investigation.</p> <p>To identify the most appropriate route for processing their complaint (corporate or statutory), and ensure compliance with this route by liaising with relevant managers and staff to conduct the investigation.</p> <p>To facilitate an investigation and formal response on behalf of Cambridgeshire County Council by assisting in the review and quality checking of the draft response provided by the investigating manager.</p> <p>Further communication with complainants where they remain dissatisfied with their initial response and wish to escalate. To identify the most appropriate route for escalation (including senior manager meetings or early referral to the Local Government Ombudsman), and ensure compliance with this route within statutory timescales by liaising with responding managers and delegated staff to carry out any agreed actions.</p> <p>To liaise with and support independent investigators and panel members</p>	35%

	<p>throughout statutory stage 2 investigations and stage 3 reviews.</p> <p>Provide feedback to teams and senior managers regarding the outcome of investigations and any recommendations surrounding lessons learned or service improvements required.</p> <p>Ensure accurate record keeping of complaints, maintenance of electronic complaint files and production of statistical reports.</p> <p>.</p>	
2.	<p><b>Local Government Ombudsman (LGO) investigation.</b></p> <p>To coordinate the investigation, response and provide evidence required for an LGO investigation in line with LGO guidance, ensuring this is dealt with effectively and within timescales.</p> <p>To coordinate any supporting evidence, and ensure this is submitted to the LGO in an appropriate format.</p> <p>Ensure accurate record keeping of the investigation and response, and maintenance of the electronic complaint file.</p> <p>To coordinate comments following receipt of the Draft Decision and ensure the Final Decision and recommendations are shared with relevant staff.</p>	5%
3.	<p><b>Other feedback including compliments, enquiries and representations.</b></p> <p>To process a variety of feedback in line with Council guidance, ensuring these are dealt with effectively and within timescales.</p> <p>To communicate with service users providing feedback to establish the nature of their concerns and attempt to identify outcomes and resolution.</p> <p>To identify the most appropriate route for processing their feedback, and ensure compliance with this route by liaising with relevant managers and staff.</p> <p>Where required, facilitate a formal written response.</p> <p>Ensure accurate record keeping of complaints, and maintenance of electronic complaint files.</p>	15%
4.	<p><b>MP and Councillor (Cllr) Enquiries</b></p> <p>To facilitate MP and Councillor enquiries in line with Council guidance, ensuring that all enquiries are dealt with effectively and within timescales.</p> <p>To liaise with Executive Director's PAs regarding incoming MP/Cllr</p>	15%

	<p>enquiries, providing advice and guidance.</p> <p>To coordinate the investigation, liaising with relevant managers and staff.</p> <p>To facilitate a formal written response on behalf of the Executive Director.</p> <p>Ensure accurate record keeping of MP/Cllr enquiries and maintenance of electronic complaint files.</p>	
5.	<p><b>Customer Service &amp; Contact</b></p> <p>To make and receive outgoing and incoming telephone calls with service users and professionals who wish to provide feedback in relation to direct intervention, practice and policy relating to Children's Services staff. A high degree of empathy, patience and tact is required to provide outstanding customer service in order to manage service users' expectations and dissatisfaction, whilst preserving the Council's reputation and integrity.</p>	10%
6.	<p><b>Communication and training</b></p> <p>To support staff by promoting the main principles of complaint handling, raising awareness of key guidance, legislation, policies and procedures and assisting in the delivery of training to increase awareness. Liaising with key staff from across partner agencies to progress investigations to resolution.</p> <p>Arrange relevant training for staff on complaint handling. Take bookings and monitor course attendance.</p> <p>Produce training materials.</p>	5%
7.	<p><b>Advice and support</b></p> <p>First point of contact for Children's Services representations, compliments, enquiries and complaint handling.</p>	10%
8.	<p><b>Statistical information</b></p> <p>Collate and prepare statistical data for weekly, monthly, quarterly and annual reports.</p>	5%
9.	<p><b>Line Management</b></p> <p>Not applicable.</p>	0%