

Job Description

Job Title: Customer Care Officer

Grade: SO1 – Starting salary £33,366 per annum full time

Overall purpose of the job

The Customer Care Team support with implementing the statutory complaints process for Cambridgeshire County Council Adult Social Care. The Customer Care Officer will provide support to ensure all formal complaints have been thoroughly investigated and responded to in line with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Main accountabilities	
1.	<p>Adult Social Care Complaints Process</p> <ul style="list-style-type: none">• Support investigating managers to ensure that comprehensive responses are provided to feedback and ensuring that all complaints are dealt with in line with legislation.• Communicate with the people we support and/or their representatives who wish to make a complaint about the services provided by Adult Social Care in order to establish the nature of their concerns and attempt to identify outcomes and resolutions.• Identify the most appropriate route for processing feedback in line with the Adult Social Care complaints policy and ensure compliance with this route by liaising with relevant managers and staff.• Review and quality assure draft responses provided by Investigating Managers.• Identify the most appropriate route for escalation (including meetings or senior manager reviews) and ensuring compliance with that route by liaising with relevant managers and staff to carry out the agreed actions.• Communicate regularly with other team members to ensure that complaints are responded to in a consistent manner and that managers are aware of any complaints that pose a risk to the Council.• Feedback to teams and senior managers regarding the outcome of investigations and any recommendations surrounding lessons identified or service improvements needed.• Ensure accurate record keeping of complaints, and maintenance of electronic complaint files.• Monitor the progress of complaint investigations, taking prompt actions to ensure a seamless and timely complaints management process and taking appropriate action to ensure that response times are met.

2.	<p>Local Government and Social Care Ombudsman Investigations (LGSCOO)</p> <ul style="list-style-type: none"> • To support the Customer Care Manager to coordinate the investigation, response and evidence required for an LGSCO investigation in line with LGSCO guidance, ensuring this is dealt with effectively and within timescales. • To oversee the written response being issued by the Council by reviewing, quality assuring and sense checking the draft response provided by the investigator/s. • Ensure accurate record keeping of the investigation and responses. • To coordinate comments following receipt of the LGSCOs provisional view, and to ensure that their final view is shared with relevant staff along with any recommendations. • To co-ordinate and where necessary attend and contribute to relevant meetings providing information and advice where requested.
3.	<p>Other feedback including compliments, comments and representations.</p> <ul style="list-style-type: none"> • To process a variety of feedback in line with guidance, ensuring these are dealt with effectively and within timescales. • To communicate with the people we support and/or their representatives providing feedback to establish the nature of their concerns and attempt to identify outcomes and resolution. • To identify the most appropriate route for processing their feedback and ensure compliance with this route by liaising with relevant managers and staff. • Support with ensuring a high-quality written response is provided on behalf of the Council. • To communicate with other team members to ensure that there is a consistent response and that the Customer Care Manager is aware of any situations that may pose a risk to the Council. • Ensure accurate record keeping of feedback, and maintenance of electronic complaint files. • Manage the correspondence and handling of feedback that relates to a communication policy.
4.	<p>MP Enquiries</p> <ul style="list-style-type: none"> • To process MP Enquiries in line with guidance, overseeing the process, and ensuring that all enquiries are dealt with effectively and within timescales. • To liaise with Executive Assistants regarding MP Enquiries and provide advice and guidance. • To coordinate the investigation and liaise with relevant managers and staff to gain the information required.

	<ul style="list-style-type: none"> • To ensure a high-quality written response is provided on behalf of Cambridgeshire County Council by reviewing, quality checking and sense checking the draft response provided by the investigator/s. • Ensure accurate record keeping of MP Enquiries, and maintenance of electronic complaint files.
5.	<p>Customer Service & Contact</p> <ul style="list-style-type: none"> • Undertake varied outbound and incoming calls in an attempt to repair or mitigate damage to sometimes sensitive or difficult social care incidents. A high degree of empathy, patience and tact is required to provide outstanding customer care thereby helping our customers and repairing their relationship with the Council. • Resilience to be able to deal with challenging conversations. Ability to maintain a calm and professional demeanour, actively listening, showing empathy, and employing effective problem-solving techniques, while handling difficult and sometimes distressing calls.
6.	<p>Communication and training</p> <ul style="list-style-type: none"> • To ensure that Adult Social Care staff are aware of the main principles of complaints management by promoting policies and procedures and assisting in delivering training to increase awareness. • Liaising with key teams across organisations to progress investigations to resolution. • Agree training courses and dates with the Customer Care Managers and arrange room bookings as agreed. • Advertise courses and advise staff on the appropriate training for their role. Take bookings and monitor course attendance. • Assist with the production of training materials. • Attend training sessions for general assistance with an expectation, when competent in role, to act as a trainer and present the course material by agreement.
7.	<p>Advice and support</p> <ul style="list-style-type: none"> • To respond to requests from other teams for routine advice on complaints handling. • First point of contact across Adult Social Care for advice and guidance on handling all feedback.
8.	<p>Statistical information</p> <ul style="list-style-type: none"> • Provide quarterly and annual statistical reports for managers and senior managers, providing information and statistics on Adult Social Care complaints. Identify trends and notify relevant managers of this.

	<ul style="list-style-type: none"> • Provide a summary of complaints to the Customer Care Manager as requested.
9.0	General
9.1	<ul style="list-style-type: none"> • Demonstrate an understanding and commitment to safeguarding and promoting the welfare of children and vulnerable adults.
9.2	<ul style="list-style-type: none"> • To understand and value the importance of the Council's commitment to Equality Diversity and Inclusion. The Council believes in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our community. Our aspiration is for Cambridgeshire to be safe, welcoming, and inclusive.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
2 'A' levels (4 AS Levels) or equivalent standard	English language desirable	E
GCSE or equivalent standard	GCSE's A-C grade in English and Maths or equivalent standard	E
Degree or similar experience	English	D
IT Qualification	CLAIT/IBT2/RSA/ECDL or equivalent standard.	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Experience of proofreading, drafting correspondence and supporting managers to ensure comprehensive and robust responses are issued to formal complaints.	Experience of proofreading and supporting managers to ensure comprehensive and robust responses are issued to formal complaints.	E
A willingness to become competent in social care complaints procedure	What to expect from making a complaint e.g. a timely clear response Adult Social Care Complaints Policy	E
Experience of complaints management and handling. A sound understanding of the principles of good complaint management	Experience of / understanding the principles of how to effectively manage and respond to complaints. Experience of checking information provided to ensure it is accurate.	D
Skills		
Ability to communicate both orally and in writing in a clear, articulate and balanced way.	Correspondence to customers and staff needs to be clear, professional, concise and factual.	E
Ability to understand complex issues and provide sound, professional reliable advice.	Ability to empathise with customers and use questioning skills to identify the root cause of customer issues.	E
Actively considers the needs of clients and promotes open and constructive relations with them.	Is considerate to customers' needs and is non-judgemental and shows impartiality, which will on occasions be in challenging times.	E
A strong commitment to public service and local democracy	Shows respect and a desire to promote the CARE values of the Council	E

Ability to create, analyse and present statistical data.	To be able to create spreadsheets that will capture complaints data and information that can be analysed to identify themes. This will then need to be presented in quarterly and annual reports.	E
Ability to challenge others in an assertive manner when required	The role will involve challenging staff who may be defensive and not engage in following the principles of the Adult Social Care complaints processes.	E
Resilience and ability to cope with demanding workloads and tight deadlines by prioritising work effectively to meet deadlines	Ability to prioritise workload with a high degree of flexibility, self-motivated and ability to prioritise to ensure deadlines are met.	E
Be confident using Office 365 to include MS Teams, One Drive, SharePoint Word, Excel & Outlook.	Ensure efficient systems and processes are maintained to ensure good governance and enable the effective and accurate collection, collation and reporting of routine data and information, producing statistics and reports when required. Sound competency in Word, Excel and Outlook. Office 365 and MS Teams will be used extensively throughout the working day.	E
Experience		
Previous experience in a complaint handling and providing written responses to complaints	Previous work experience that evidences the ability to pose logical questions to customers in order to draw a distinction between a problem and a crisis and prioritising subsequent action accordingly.	D
Knowledge or experience of Adult Social Care	Knowledge of how Adult Social Care is structured and the areas where there is a statutory duty	D
Experience in providing training	Experience of providing training /briefing sessions to a group.	D
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
Safeguarding	Understanding of policies and procedures and the importance of safeguarding vulnerable adults	D

Disclosure level

What disclosure level is required for this post?	None X	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible X	Field	Home
---	-------	---------------	-------	------