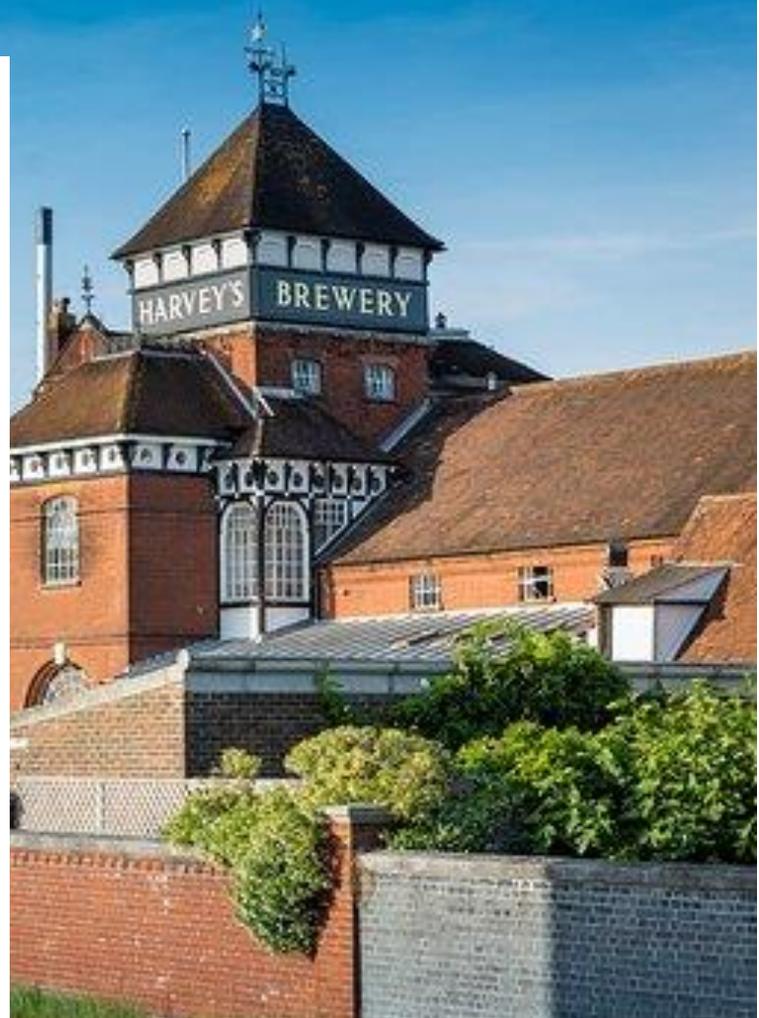


Job Pack

**Customer First Resolution Team
Specialist Advisor
(Complaints and Improvement)**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Information

We are seeking a highly motivated individual to be responsible for the accurate logging and handling of complaints, MP enquiries and FOI requests on behalf of Customer First.

As the complaints and improvement lead you will be responsible for the end to end customer complaint journey ensuring appropriate responses are made and less complaints are escalated through the stages. You will provide mentoring and training and guidance to other staff on the handling of complaints and be the point of contact for LGO complaints.

The postholder will also write and present reports to the Head of Customer First and Customer First Operational Managers on the performance of complaints, highlighting areas for concern and creating robust improvement plans to minimise the number of complaints received.

Reporting directly to the Head of Customer First you will be self-motivated and be able to work under pressure whilst maintaining good attention to detail.

Job Description

Post Title	Customer First Resolution Team Specialist Advisor (Complaints and Improvement)
Service Area	Service Delivery
Team	Customer First
Grade / salary	Band D/E
Reports to	Head of Customer First
Date prepared	November 2021

Job Purpose

- Delivering complaints, FOI requests and MPs enquiries efficiently and effectively across Customer First
- Analysing complaints data on behalf of Customer First.
- Provide a continuously improving service to customers.
- Act as expert in technical area providing advice and guidance on area of expertise

Key Tasks

1. To deliver a technical, professional service with high standards of advice and support and resolving cases of varying complexity as they arise and where appropriate.
2. Act on contact
3. Interacting with customers and managers across multiple channels: face to face, phone, letter, email, web chat, customer portal, self-service channels and a range of social media channels
4. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policies in particular the complaints policy.
5. Provide training, coaching, support, guidance and advice to the Customer First Resolution team delivering the service on handling and resolving complaints.

-
6. Ensure personal, continuous professional development is maintained to the required standards.
 7. Develop and manage Council policies and contribute to the Corporate Plan and the development of service strategy across the councils'
 8. Provide technical consultancy type advice on area of expertise to other areas of the Councils
 9. Ensure the correct logging of complaints, FOI and MPs enquiries
 10. Ensure complaint responses are appropriately logged on the customer record and assigned to appropriate person for response
 11. Quality check complaint responses and provide timely feedback to authors and managers
 12. Ensure complaints, FOIs and MPs enquiries are passed promptly to the correct investigating manager
 13. Chase responses to complaints, MPs enquiries and FOI requests ensuring they are resolved in a timely manner
 14. Provide the Head of Customer First with regular analysis of complaints, MPs enquiries and FOI requests to enable service improvements to take place and ensure timescales are being adhered to
 15. Develop improvement plans to reduce number of complaints received
 16. Work with investigating managers to ensure thorough and full responses are made to complaints, MPs enquiries and FOI requests
 17. Handle correspondence and enquiries from members ensuring they are passed to the correct person and are resolved promptly
 18. Provide Customer First Operational Managers with regular reporting on their service area assisting them to identify areas for improvement
 19. Conduct regular review of complaint, FOI and MP enquiry responses to ensure they are fully responded to.
 20. Oversee the collation of information on behalf of Customer First in relation to complaints that have been escalated to the Local Government Ombudsman.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the Council, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.

7. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision - Shaping the Future	<ul style="list-style-type: none">• Understands the Council's purpose, context, goals, objectives and values, and is willing to behave consistently with them.• Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none">• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally.• Works positively to gain understanding from others.
Driving Improvement Performance & Results.	<ul style="list-style-type: none">• Takes responsibility and ownership for decisions, actions and results.• Takes actions to improve skills, knowledge and level of contribution.

	<ul style="list-style-type: none"> • Seeks and delivers high standards for self, team and Council
Self Management	<ul style="list-style-type: none"> • Self motivated and professional. • Is organised and uses time and technology efficiently. • Adopts a flexible approach to change
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. • Works co-operatively and is committed to building, productive, positive relationships. • Demonstrates commitment to achieving overall team objectives

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

Essential	Desirable
5 GCSE (or equivalent) at Grade C or above including Maths and English OR equivalent (or qualified by strong relevant experience.	<ul style="list-style-type: none"> • Institute of Customer Services (or equivalent). • Educated to Level 3 standard or equivalent or qualified by strong relevant experience.

TRAINING

Essential	Desirable
<ul style="list-style-type: none"> • Commitment / evidence to undertake continuing professional development. • Customer service • Complaint handling to successful resolution • Mandatory OLLE courses 	

<ul style="list-style-type: none"> • Commitment to undertake continuing professional development 	
---	--

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none"> • Proactive with commitment to provision of excellent customer service. • Ability to prioritise, meet deadlines and work effectively under pressure. • Good communication skills both written and verbal to include report writing, presentation and influencing skills. • Decision making and problem solving • Coaching and mentoring • Numerate, methodical and accurate with attention to detail operating in accordance with financial rules. • Committed to high standards of performance and quality. • Able to communicate effectively with customers, colleagues, Council Officers and external agencies. • Problem solving and decision making. • Ability to train, mentor and coach other team members. • Complaint handling • To be confident, resourceful, flexible in approach with the ability to work on own initiative and as part of a cross site team. • Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made. 	

<ul style="list-style-type: none"> • Ability to work calmly to handle difficult situations effectively and sensitively. • Negotiation skills. • IT literate /proficient in MS Office and other relevant systems. • Able to work with teams across an organisation to improve services. • Able to review processes and recommend better ways of working and explore use of new technology. • Ability and commitment to work with vulnerable people and families. 	
---	--

KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Good understanding of the Councils' services and procedures. • Knowledge and understanding of relevant legislation and processes. • Data protection. • Equalities. • Good working knowledge of complaints procedure 	<p>Desirable</p>
---	-------------------------

EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Experience of working in a Customer Services environment. • Maintenance and updating of databases. • Analysing and processing information for reporting. • Dealing with complaints, service request and reports • Working with external agencies and service providers. 	<p>Desirable</p> <ul style="list-style-type: none"> • Working in a local authority.
---	---

<ul style="list-style-type: none"> • Preparation and presentation of reports 	
---	--

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none"> • An engaging, enthusiastic and positive manner with a strong “can do” approach. • Willingness to work within the councils’ Core Competency Framework. 	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 15	£24,003	SCP 21	£27,032	SCP 27	£31,346
SCP 16	£24,483	SCP 22	£27,573	SCP 28	£32,234
SCP 17	£24,973	SCP 23	£27,741	SCP 29	£32,910
SCP 18	£25,473	SCP 24	£28,672	SCP 30	£33,782
SCP 19	£25,982	SCP 25	£29,577	SCP 31	£34,728
SCP 20	£26,502	SCP 26	£30,451	SCP 32	£35,745
				SCP 33	£36,922
				SCP 34	£37,890

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be occasional.

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5% increasing to 6.8% when paid from SCP34