

Job Description

Department:	Corporate Services
Division/Section:	Digital & Customer Access/Call Centre
Job Title:	Customer Experience Specialist
Post No:	
Grade:	7
Reports to:	Customer Experience Team leader
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Director Customer Access & Digital Team] --> B[Customer Experience Team Manager] B --> C[Customer Care Team Leader AEH x1] B --> D[Customer Access Transformation Lead x1] B --> E[Customer Experience Specialist x 1.5 FTE] C --> F[X 4 Customer Care Specialist] F --> G[X 12 Senior Customer Access Specialist] D --> H[Customer Access Team Leaders x 2] H --> I[X 6 Customer Access Specialist] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: None No. of indirect reports: None
Size of budget: (Per annum)	<ul style="list-style-type: none"> Not accountable for any budget
Job Purpose:	<p>To provide an effective, professional and customer focused complaints and feedback service for the council; meeting corporate and statutory requirements whilst maintaining a high level of quality and customer satisfaction.</p> <p>To support the Customer Experience Manager in the effective running of the</p>

	<p>statutory complaints processes.</p> <p>Act as a point of contact for customers making formal complaints to the Council.</p> <p>Ensure the councils complaint procedures are followed by all staff and all timescales are met.</p> <p>Ensure information is recorded effectively to enable the Council to learn from all customer feedback.</p>
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Main Duties and Responsibilities:

1. To deliver excellent customer service that is responsive to customer demands in-line with the Councils vision and values
2. Liaise with customers and service areas as required to provide information, support and advice
3. Manage all relevant correspondence in relation to the service and undertake general administrative tasks to support the Customer Experience Manager
4. During audits and inspections, to be able to demonstrate compliance with policies by the production of satisfactory supporting evidence
5. Attend meetings where appropriate
6. To manage and administer the Councils Corporate and Statutory (Adult and Childrens social care) Complaints Procedures including those of outsourced services, in a professional and supportive manner, ensuring a high quality and timely response is provided to all customers.
7. Analysis of complaints and enquiries to enable registration or signposting as appropriate
8. Assist the Customer Experience Manager in the review and updating of complaint policies and procedures and ensuring compliance
9. Deliver quality responses to Local Government and Social Care Ombudsman (LGSCO) enquiries, adhering to challenging deadlines
10. Establish and maintain positive relations with the LGSCO Investigators to protect the reputation of the Council
11. Ensure comprehensive and high-quality records are maintained on appropriate systems in relation to complaints and other types of feedback
12. Seek ways to resolve complaints at the earliest opportunity, liaising with the complainant and Directorate Head of Service and managers accordingly
13. Ensure that complaints are appropriately escalated, according to whether they are Statutory or Corporate complaints
14. Engage customers, partners, staff and other organisations as required to improve service quality
15. Build and maintain relations with other agencies and organisations to ensure a holistic approach to complaint resolution and best practice
16. Assist in the arrangement of Stage 2 investigations for both Corporate and Social Care complaints and assist the Customer Experience Manager in ensuring that Stage 2 investigations are progressing within timescales
17. Build and maintain relationships with the Independent Investigators and act as a liaison between the Independent Investigators and the service managers where required to overcome obstacles
18. Draft correspondence on behalf of the Chief Executive
19. Assist in the arrangement of panel hearings and associated administration and attend where necessary
20. Compile and evaluate complaint data on a periodic basis reporting to departments for QA purposes
21. Review and feedback on any partner complaint responses to ensure high quality standards are achieved
22. To support the strategic management of the Authority through the provision of information and reports regarding customer feedback, how it has been utilised and lessons learnt.
23. Identification of safeguarding and other emergency situations leading to priority escalation to the relevant authorities
24. To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.
25. To comply with all Health & Safety at work requirements as set by the employer.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 14.02.2025

COMPLETED BY: John Ackroyd

Person Specification

Job title:	Customer Experience Specialist	Directorate:	Corporate Services
Grade:	7	Service / Team:	Digital & Customer Access/Call Centre
Date:	14.02.2025	Completed by:	John Ackroyd

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Working knowledge of office procedures and working practices (A/I) 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to communicate effectively by telephone, in writing and face to face (A/I/W) Ability to work constructively with others and on own initiative where required (A/I) Able to read/refer to notes and procedures to ensure service delivery is maintained (A/I) Able to listen to customer queries and act accordingly to resolve the issue raised (A/I) Ability to use telephony systems and databases to extract, record and relay information relating to customer enquiries (A/I) Ability and desire to develop knowledge and skills in order to provide a high level of service (A/I) Ability to demonstrate highly developed customer service skills (A/I) Ability to absorb potentially distressing information in a professional and non judgemental way (A/I) 	
EXPERIENCE	<ul style="list-style-type: none"> Working knowledge of office procedures and working practices (A/I) Experience of dealing with customer queries politely and helpfully within customer care guidelines (A/I) Experience of working within a team (A/I) 	Experience of working in a call centre (A/I)

	<ul style="list-style-type: none"> • Extensive experience in the use of ICT within an office environment (A/I/T). • Ability to gather relevant information and present it in a clear concise way (A/I) • Experience of working in a call centre/customer service environment for at least 2 years (A/I) • Experience of working within a performance management environment and meeting key performance indicators(A/I) • Experience of using the internet and / or databases to resolve customer enquiries (A/I) • Experience of dealing with customers to establish specific needs / requirements and identifying possible solutions (A/I) • Experience of dealing effectively with challenging and concerned customers 	
QUALIFICATIONS	<ul style="list-style-type: none"> • 5 GCSE's or equivalent including Maths and English (A) • NVQ level 3 in a Customer Service or office related subject or able to demonstrate a comparable level of experience (A/I) 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Candidate must be fluent in spoken English. • Candidates must be flexible in their ability to work the required hours which meet the needs of the service. • Candidates will be required to be able to handle extensive use of screens and a headset for the duration of their shifts, working in close proximity to colleagues. 	
EQUALITY	Candidates must demonstrate understanding of acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(A/I) Application / Interview, (P) Presentation, (W) Written Test.]*