

## **Housing and Area Management**

### **JOB DESCRIPTION**

- POST TITLE:** Customer Feedback Officer
- POST NUMBER:**
- GRADE:** Band 6
- RESPONSIBLE TO:** Assistant Head of Housing – Income, Welfare Support and Customer Service
- RESPONSIBLE FOR:**

#### **Overall Objectives of the Post:**

Provide an excellent customer focussed feedback service that includes provision of a consistently high quality customer facing service for enquiries, requests for service and complaints, demonstrating a proactive approach to complaint management and service improvement.

Investigate and report on complaints at the final stage of our complaints process and assist with the coordination and response to Ombudsman cases.

Provide a responsive Elected Member (South Tyneside Council) enquiry service.

#### **Key Tasks of the Post:**

- 1. You will be responsible for the management of the Company's complaints, compliments and feedback service. You must:**
  - Proactively respond to and resolve, in a timely, prompt, courteous and non-judgemental way, a wide range of queries within the customer service environment by face to face, telephone, email or in writing. Take responsibility for obtaining all information necessary to process and resolve a query/complaint, only escalating it to others when it is appropriate. Act as a customer advocate that seeks the facts;
  - Where necessary, put the customer in contact with appropriate colleagues or departments, ensuring required information is transferred efficiently;

- Maintain accurate information systems by uploading, analysing and extracting data. Regularly update and monitor customer information held on the system;
- Proactively identify service improvements making recommendations to improve overall customer service and/or working practice and provide information to other teams;
- Act as a customer service role model for all colleagues, assisting with training and ongoing coaching and development;
- Support Managers as required by undertaking project work to develop the Service;
- Promote and commit to the view that complaints are an opportunity to improve.

**2. Investigate and report on complaints at the final stage of our complaints process and assist in the coordination of Ombudsman cases. You will:**

- Acknowledge and respond to complaints within timescale;
- Fully investigate complaints and draft responses;
- Assist in responding to complaints via the Ombudsman Service;
- Ensure that full investigation records are kept from complaints and Ombudsman cases, and produce reports with analysis of complaints received.

**3. You will be responsible for the operation of the Company's response service to the Council's Elected Member Enquiry Service. You will:**

- Ensure friendly, courteous and effective communications when dealing with enquiries to ensure Members needs are addressed in a professional manner;
- Assist in the co-ordination of responses to the Elected Members ensuring they are done within timescales;
- Contribute to the development and maintenance of a modern information and library service for elected members;
- Develop and maintain a range of administrative and recording systems within the team;
- Make a positive contribution to team development;
- Meet and aim to exceed performance targets within the service;
- Assist in meeting the Company's Customer Service Standards and their promotion;
- Assist in proactively responding to and resolving, in a timely, prompt, courteous and non-judgemental way, a wide range of elected member queries by face to face, telephone, email or in writing. Take responsibility when appropriate for obtaining all information necessary to process and resolve a query/complaint;

- Where necessary, put the member in contact with appropriate colleagues or departments, ensuring required information is transferred efficiently;
- Maintain the Members enquiry computerised information systems accurately by inputting, updating analysis and extracting data. Make Service improvement recommendations. The system must be monitored and member/customer information regularly updated;
- Proactively identify service improvements making recommendations to improve the member's enquiry service and/or working practice;
- Act as a customer service role model for all colleagues, assisting with training and ongoing coaching and development in the service offered to elected members;
- Support Managers as required by undertaking project work to develop the customer feedback service.

**4. You will be responsible for contributing to the team's delivery of excellent services. You must:**

- Demonstrate total professionalism, propriety, promoting and committing to the principles and spirit of Equality and Diversity;
- Develop and maintain professional relationships with your colleagues, managers and Board Members;
- Keep managers and colleagues well informed so that work is co-ordinated across the services and develop and implement training programmes;
- Contribute to projects such as bids, statistical returns etc as required;
- Proactively contribute to achieving the objectives and targets of the team;
- Contribute to the delivery of the Company's service improvement priorities.

**5. You will be responsible for making a corporate contribution. You must:**

- Take a full and active role in the management of the Company through the development and delivery of corporate initiatives such as service improvements;
- Understand the Company's service improvement agenda and how your role contributes to it;
- Understand and contribute to the Corporate Priorities and Objectives.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate with the training and development of their colleagues.

All employees have a responsibility of care for their own and others health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: EW

Date: 28-10-20