



Nottinghamshire County Council

Title Complaints and Information Support Officer	Department Chief Executive's	Post Ref.
Job Purpose <ul style="list-style-type: none">• <i>To support the Complaints and Information Team, to ensure there is consistent, effective and first- class front-line customer service delivery</i>• <i>To provide customer and business support for the management of the statutory and non-statutory complaints procedures, Freedom of Information requests, Data Subject Access requests and information rights requests</i>• <i>To provide advice and guidance, both for customers and colleagues on services, policies and processes including complex queries</i>• <i>To assess, log and acknowledge customer contacts and ensure that all enquiries are referred to the correct procedures</i>• <i>Fulfil Reception and Customer Service duties at County Hall providing an excellent front of house support and responses to customer questions and information requests.</i>		
Key Responsibilities <ol style="list-style-type: none">1. To undertake high level customer and business support to the Complaints and Information Team, including reviewing and collating and highly sensitive information and correspondence for NCC service areas, Members and government regulatory bodies with due regard to confidentiality and safeguarding.2. Accurately record enquiries and complaints with due regard to confidentiality and safeguarding.		Key Accountabilities <ol style="list-style-type: none">1. For checking the accuracy and quality of work within different systems including Respond, Mosaic, BMS procurement2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance with statutory timescales and data protection legislation

3. To manage all incoming calls and emails from customers making contact with NCC to make a formal complaint, or information request
4. Meet and greet customers arriving at County hall reception for meetings. Assist them in dealing with any queries.
5. Manage and diffuse challenging calls and visitors and decide when and how to escalate matters appropriately.
6. To provide advice and guidance to customers relating to NCC complaints and information processes, timescales and legislation relating to Statutory complaints processes.
7. To undertake financial management processes including processing orders, invoices and resolving issues.
8. Responsible for the organisation of meetings and events including booking venues, initial preparation of papers, issuing invitations and papers.
9. To help to develop systems and processes that continue to meet operational needs; to ensure high quality of information is held; to improve the overall customer experience.
10. To deliver improvements and efficiencies by supporting and making recommendations for the improvement and redesign of processes.

3. To ensure that corporate policies and financial regulations are followed
4. Work efficiently and effectively to support all operational processes within the team.

<p>11. To ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.</p> <p>12. To maintain accurate up-to-date records in accordance with GDPR, ensuring data is stored accurately to enable the production of statistical and management reports as required.</p> <p>13. To uphold the team standards at all times and work professionally in accordance with the County Council's policies and procedures.</p> <p>14. To manage and maintain all administrative functions and support for the team.</p> <p>15. To welcome all visitors to the Complaints and Information Team providing a high level of customer service.</p>	
The post holder will perform any duty or task that is appropriate for the role described	

<i>Person Specification</i>	
<p><i>Education and Knowledge</i></p> <p>1. Educated to GCSE level or equivalent (or having appropriate job-related experience).</p>	<p><i>Personal skills and general competencies</i></p> <p>1. Puts into practice the Council's commitment to excellent customer care.</p>

<ol style="list-style-type: none"> 2. Detailed knowledge of the principles and practice of: <ul style="list-style-type: none"> • Effective administration management • Effective communication and customer service 3. Knowledge of data protection and confidentiality principles which are relevant to the post. 4. An advanced working knowledge of Microsoft Word, PowerPoint, Excel and Customer Management Systems. 5. Good understanding of equality and diversity principles 	<ol style="list-style-type: none"> 2. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 3. Works well with colleagues but also able to work on their own initiative. 4. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration 5. Demonstrates effective and confident communications skills with the ability to negotiate and influence people.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 15. More than 12 months experience in providing high quality customer and business support in a challenging and busy environment 16. At least 12 months experience and competency using IT and common business systems packages including databases, Microsoft Word/Excel/PPT and ideally using Customer Management Systems. 17. Experience of data input and data management ensuring accuracy and where appropriate confidentiality 18. Ability to communicate effectively with a diverse range of people 	<ol style="list-style-type: none"> 6. Effective time management, ability to make decisions and solve problems to support the customer service teams in meeting operational targets, involving devising solutions. 7. Takes an active role in flagging risks relating to health and safety and adult safeguarding. 8. Able to set and meet personal and team targets and service levels 9. Highly accurate keyboard skills and a good eye for detail required as the role involves the processing and monitoring of high value invoices and confidential personal information across several NCC and third-party systems/databases. 10. Can demonstrate empathy and commitment to council service users and citizens.

<p>19. Experience of providing information to the public or customers using excellent written and oral communication</p> <p>18 Experience of note and minute taking for sensitive case work</p> <p>19 Experience of using defined business processes and following guidance</p>	<p>11. Experience of supporting change within a large and complex organisation.</p> <p>12. Flexible attitude and approach to work.</p>
<p><i>Role Dimensions</i></p> <ul style="list-style-type: none"> • Assessment of initial calls, emails and correspondence with team • Delivery of business support to operational services, complaints and information team and customers • Work within complaints and information team policy and practice as directed. • Meet internal and external customer and needs. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 10.11.2020