

JOB DESCRIPTION

Job Title	Customer Engagement Officer
Position Number(s)	60100414
Department	Adult Social Care
Section or Service	Safeguarding, Quality Assurance and Engagement
Grade	Grade E

DESIGNATION:

Responsible to:	Customer Engagement Manager
Employees directly supervised (if applicable):	None
Family Tree:	
<i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i>	

1. JOB PURPOSE:

The Customer Engagement Officer will be responsible for supporting the effective delivery of customer engagement activity. This includes the statutory and corporate complaints processes, handling Member Enquiries and administering Freedom of Information requests for the Department. The employer for this post is the Royal Borough of Kensington and Chelsea (RBKC) however the role also equally works across Westminster City Council (WCC).

2. DESCRIPTION OF DUTIES:

- To act as a first point of contact for anyone with any queries about the procedure for making complaints
- To communicate sensitively with telephone callers and visitors, providing information and advice on the complaints procedure and ensuring that all relevant contacts are followed through and referred on appropriately.
- Prepare statements containing accurate accounts of any complaints all the while ensuring and promoting high levels of customer care.
- Accurately and securely screening, processing and recording all feedback, complaints, comments, and compliments on a dedicated computer system for both local authorities.
- To be responsible for managing all data confidentially and sensitively received from customers, their representatives and residents.
- Ensuring all correspondence is assigned to the correct Local Authority and respective operational service to investigate and respond to the concerns raised.
- To assist with assessing levels of risk and advising Manager of any implications for the complainant and the Council.
- To support managers and senior officers in meeting deadlines, including by producing and circulating regular outstanding complaint reports/reminders
- To identify learning from complaints that can be transformed into service improvements.
- To lead on appointing, maintaining and working with Independent Investigating Officers, if and when required.
- To work closely with each Borough's Legal Team, Information Governance Team and Corporate Complaints Team in dealing with complex cases.
- To communicate effectively with managers and staff to advise them on appropriate methods to resolve complaints.
- To coordinate any responses for complaints investigations made to the department by the Local Government and Social Care Ombudsman
- To work with care providing agencies acting on behalf of the Local Authority to ensure any complaints of dissatisfaction are resolved effectively and in line with procedures.
- To support the data entry and collation aspect of the adult social care service user and carers statutory surveys and any other customer surveys. This includes supporting customers on the telephone with queries around completing the survey.
- To contribute to work with partner agencies, including health and housing, in delivering effective customer feedback processes.
- To log all Member Enquiries for RBKC and WCC ensuring they are passed to the correct team for a response and are responded to within the 5 working day timescale.

- Logging and maintaining Freedom of Information request log/database for the ASC Department and making sure the requested information is collated and provided in line with the agreed guidance and timescales.
- To support the preparation of statistical and qualitative information and reporting on statutory complaints and customer feedback.
- To understand the safeguarding vulnerable adult's policy and practice and to liaise with Quality Assurance and Safeguarding colleagues, as necessary
- To understand and keep abreast of statutory guidance regarding social care complaints in order to deliver the service in line with best practice.
- To positively promote the principles of the Council's Equal Opportunities Policy in all aspects of work practices. Undertake and contribute to work ensuring that equalities duties and responsibilities are met.
- To undertake any other duties of a similar level of responsibility as may be required.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

3. DIMENSIONS:

(WHERE APPROPRIATE)

Quote figures which give a picture of the job as follows:

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned**
(b) Any other statistics relating to the work

I agree to the above job description

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Customer Engagement Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: Desirable: ✓ Evidenced knowledge and understanding of The Care Act 2014 and The Local Authority Social Services and National Health Service Complaints Regulations 2009 as well as other relevant social care legislation, regulations and guidance. ✓ Evidenced ability to demonstrate a good understanding of Adult Services policy and practice. ✓ Knowledge and experience of any public sector complaints procedures e.g. the statutory social care complaints process, Freedom of Information Act (FOI) , General Data Protection Regulation 2018 (GDPR) and the Data Protection Act (DPA)

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Skills; Experience and Attitude

Essential:

- ✓ Excellent customer care skills.
- ✓ Is able to think creatively to come up with new ideas to provide solutions to complex problems
- ✓ Outcomes focused and solution-oriented
- ✓ Exhibits confidence, engages emotionally and can show evidence of influencing stakeholders externally and internally
- ✓ Delivers excellent service to colleagues and clients and has excellent eye for detail
- ✓ Able to work on their own as well as part of a team
- ✓ Able to deal with ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth
- ✓ Experience of working in customer care, customer feedback or complaints service.
- ✓ Ability to demonstrate an understanding of how outcomes from complaints and customer feedback can influence and improve services.
- ✓ Evidenced ability to understand and address complaints and customer feedback issues and to understand the impact of proposed solutions
- ✓ Demonstrable ability to liaise with a variety of stakeholders and experience of working directly with customers and their representatives within a social care setting
- ✓ Proven good interpersonal skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues etc to generate confidence, trust and respect
- ✓ Proven ability in maintaining an information system for the recording and retrieval of accurate information/records pertaining to complaints
- ✓ Proven ability to handle confidential and sensitive information and to ensure that it is stored securely.
- ✓ Proven good communication skills and the ability to articulate information verbally and in writing that is clear and supports the resolution
- ✓ Ability to prioritise and manage own workload, responding flexibly to demanding deadlines and changing needs and priorities appropriately and taking personal responsibility
- ✓ Ability to demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities

Desirable:

- ✓ Applies judgement in managing risk

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

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WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.