



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Senior Customer Complaints Coordinator		
GRADE:	G7	SERVICE AREA:	Customer Engagement
JOB CODE:	RT488SECCG7		
REPORTS TO:	Customer Experience Centre Team Leader	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	BPSS This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers.		

1. Main purpose of the job role:

- To provide knowledgeable, accurate and efficient service to customers by delivering an excellent corporate complaint handling experience across all Council Services
- To role model corporate behaviours, being the point of referral for escalated or complex enquiries.
- Execute formal complaint management procedures across the organisation and its array of services, ensuring the implementation of suitable resolution strategies leading to timely and satisfactory outcomes.
- Conduct thorough investigations into complaints, collating relevant information and engaging with pertinent internal stakeholders and external associates.
- Undertake root cause analyses and devise improvement plans aimed at achieving robust customer satisfaction and risk mitigation.
- Serve as a customer advocate within the organisation, collaborating with various departments to rectify systemic issues, ensuring customer concerns are duly addressed, and overall customer experience is enhanced.
- Ensure compliance with legislative requirements, internal policies, and customer service benchmarks relating to complaint management.
- Supporting the creation of detailed reports for both internal and external use, capturing key performance measures and to understand lessons learnt.
- Training of customer advisors and other internal colleagues on the complaints process.

2. Role specific duties and accountabilities:

- Provide a friendly and professional complaints resolution service in line with the Local Government and Social Care Ombudsman, while delivering excellent customer service.
- Conduct thorough investigations into corporate complaints, collating relevant information and engaging with internal stakeholders.
- Undertake root cause analyses and devise improvement plans aimed at achieving robust customer satisfaction and risk mitigation.
- Serve as a customer advocate within the Council, collaborating with various departments to rectify systemic issues, ensuring customer concerns are duly addressed, and overall customer experience is enhanced.
- Ensure compliance with legislative requirements, internal policies, and customer service benchmarks relating to complaint management.
- Produce high-quality, clear letters using non-jargonistic language, making sound decisions on complaint outcomes. Ensure that ownership is taken for complaints, reaching out to the customer to understand their complaint and the resolution they are seeking, to resolve their dissatisfaction

- Keep the customer informed of progress at key stages.
- Work in collaboration with relevant teams across the business to resolve queries and complaints accurately and efficiently and record the appropriate root cause and why you arrived at this decision.
- Deliver high levels of service with minimal supervision. Keep promises and ensure first time resolution – including following up on issues passed to other colleagues/departments.
- Resolve customer complaints quickly and efficiently and provide accurate information.
- Proactively consider future needs and good customer outcomes/benefits beyond initial complaint.
- Continually and appropriately challenge policy, processes and procedures, driving improvements.
- Maintain customer records by updating accurate account information minimising errors with no repeat occurrences.
- Dealing with complaints at all levels, working with the Council’s Assurance team for complaints escalated to the Ombudsman.
- Work as part of a team, supporting colleagues and promoting a positive work environment & team spirit.
- Be flexible, supporting other teams and/or the Customer Team Leader, in order to meet business needs.
- Adhere to the Treating Customers Fairly and the Training and Competence principles.
- Maintain the organisation’s first line of defence by ensuring individual adherence to business processes and procedures that are designed to meet the regulatory standards set out in the relevant Local Government and Social Care Ombudsman codes and procedures.
- Knowledge of the regulatory environment and associated risks that require managing.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council’s Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council’s employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



Walsall Council

JOB TITLE Senior Customer Complaints Coordinator	GRADE G7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application interview w=1 both=A/I	WEIGHT CODE shows relative importance Low=1 Medium =2 High=3

	test = T	
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Excellent communication skills (both written and verbal)	A/I/T	3
Excellent planning and organisation skills – ability to manage own workloads.	A/I	3
Excellent ICT skills	A/I	3
Ability to build rapport and negotiate with customers, maintain calm and professional during pressurised situations, and share information in a clear and logical manner.	A/I	3
Strong accuracy and attention to detail – minimal errors with no repeat occurrences.	T	3
Ability to work independently and unsupervised, using judgement to appropriately escalate issues to management or other departments.	A	2
	A/I	3
Demonstrate the ability to be an assertive and confident communicator when dealing with difficult situations	I	3
Have the ability to gain quick insight into potentially complex issues and liaise with others to solve problems	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Experience of reporting on performance or writing performance reports	A/I	3
Experience of working with senior stakeholders across an organisation to enable fast resolution of complaints when additional information is required	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Strong understanding of complaint management best practices and regulatory frameworks	A/I	3
Understand the industry rules and regulations regarding LGSCO complaint handing (desirable)	A/I	3

Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Educated to A-Level or equivalent, 5 GCSE's grade A*-C (or level 9-4) including Maths and English, level 4 in administration or equivalent experience		A	3
		A/I	3
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	2
Awareness of, and commitment to, confidentiality and handling data		I	3
Note: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post			
Prepared by:	Kiran Grewal-Lehal	Date:	19 th April 2024

