



Coventry City Council

Job Description

Job Title:	Customer Services Ombudsman Liaison Officer	Job Number:	A5638
Service:	ICT, Transformation and Housing	Post Number:	1036560
Location:	City Centre	Grade:	5

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To act as the single point of contact for all queries, complaints, and representations where the Ombudsman is involved.

When a complainant has been through all stages of the Council's complaints procedure and remain unhappy, the complainant may ask the Local Government and Social Care Ombudsman to review their complaint. The Local Government and Social Care Ombudsman looks at individual complaints about councils and some other organisations providing local public services. It also investigates complaints about all adult social care providers (including care homes and home care agencies) for people who self-fund their care. It investigates complaints in a fair and independent way - it does not take sides. It is a free service.

Main Duties and Responsibilities:

1. Deliver excellent quality customer service

- Act as the single point of contact and directly responsible individual for all queries, complaints, and representations where the Ombudsman is involved.
- Monitor and triage contact relating to the Ombudsman (via telephone calls and emails to the Ombudsman link mailbox (Ombudsman@coventry.gov.uk) and forward requests to investigating officers.

2. Focus on performance

- Develop and maintain a record of all processing activities in relation to enquiries, complaints and representations in relation to the Ombudsman on the complaints management portal on SharePoint (<https://smarturl.it/ccclqscq>).
- Summarise data and statistics on complaints and representations to the Ombudsman for senior managers.
- Prepare an annual report about complaints to the Ombudsman, based on data and statistics collected and the Annual Letter, to the relevant Cabinet Member and boards such as Audit and Procurement Committee and the Ethics Committee

3. Establish effective working relationships

- Liaise with the Council's Monitoring Officer to follow-up upheld complaints where a decision statement or formal report is issued against the local authority.
- Maintain a professional and positive working relationship with elected members, senior managers and the Ombudsman.

4. Maintain a focus on change and continuous improvement

- Maintain an up-to-date knowledge of policy and practice relating to the Ombudsman by keeping abreast of policy changes and attending the annual Link Officer seminar.
- Maintain and promote an up-to-date set of guidance (<https://smarturl.it/cov-complaints-guide>) on working on Ombudsman complaints (on www.coventry.gov.uk/complaints/, on the 3Cs InfoHub on SharePoint (<https://coventrycc.sharepoint.com/sites/3CsInfoHub>))

5. Support the customer service agenda across the organisation

- Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist
- Take a customer view in considering new initiatives
- Support in the implementation of strategies to enable organisational change
- Engage where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: Customer Services Manager – Improvement and Development

Date Reviewed: November 2020

Updated: January 2021



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Person Specification

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Location:	City Centre		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• An awareness of the relevant legislation underpinning the complaints and representations system, data protection and wider legislation (e.g. Local Government Act, Children Act, Local Authority Social Services and National Health Services Complaints Regulations, General Data Protection Regulation)• An awareness of and a commitment to customer care.• Knowledge of equal opportunities and diversity in relation to good customer care.• Knowledge of ICT packages and systems, such as Microsoft 365, to present information in the most appropriate format.
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Skills and Abilities:	<ul style="list-style-type: none"> • Commitment to high standards. • Build effective relationships and resolve conflict. • Supportive and empathetic with colleagues and customers. • Proven good verbal communications skills. • Able to perform administrative duties. • Able to build collaborative relationships with service areas. • Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision. • A systematic, methodical and accurate approach to work. • Ability to maintain confidentiality of information. • Ability to support, guide and train team members. • Ability to use systems to support services. • Ability to resolve queries using personal judgement or know when to seek advice. • Ability to deal with conflict and withstand internal and external pressures. • Ability to produce reasoned arguments and offer constructive criticism. • Ability to negotiate resolutions with a range of stakeholders. • Ability to work with a wide range of managers at all levels. • Ability to deal with complex problems demonstrating politeness, confidence, tact, patience and diplomacy.
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Experience:	<ul style="list-style-type: none"> • Handling, investigating and resolving complaints and other concerns. • Dealing with conflict and negotiating outcomes. • Dealing with anger, aggression and distress. • Working in a customer service environment. • Producing high quality work using various ICT packages to support services including provision of management information, taking notes of meetings, report writing, spreadsheets, etc.
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Educational:	<ul style="list-style-type: none"> • Relevant experience of working in a customer services or complaints handling role preferred. • Demonstrate, through either formal or informal methods, a commitment to continued personal and professional development.
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Special Requirements:	<ul style="list-style-type: none"> • Ability to be co-located with other directorate or partner organisation, depending on needs of specific projects
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Date Reviewed: November 2020

Updated: November 2020