

Job Description and Person Specification

Role: Complaints Administrator



Job Description

Job Title	Complaints Administrator
Grade	3
Service	Customer Services
Reports to	Customer Services Team Manager
Location	Council House
Job Evaluation Code	X9069L



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role

To support the effective and efficient handling and resolution of complaints, comments and compliments by providing a high quality administrative and general office support to the Council's complaints and representations function in the Customer Service Team, including corporate complaints, plus statutory children's and adults social care complaints and representations; plus complaints to the Local Government and Social Care Ombudsman.

Main Duties & Key Accountabilities

Core Knowledge

Service Management

Deal with complaints, comments and compliments, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues.

Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.

Maintain computerised and manual filing systems in an orderly manner; supporting the capture, quality assurance, analysis, presentation and reporting of management data and performance intelligence relating to complaints and representations; ensuring that information is kept up to date; and to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.

Produce written correspondence on behalf of others and undertake note-taking as appropriate.

Maintain an up to date knowledge of statutory and corporate policies, particularly around complaints and representations, corporate systems and standards.

People Management

Assist with the allocation and prioritisation of work.

Provide support to the Service Recovery Team and Officers, handling enquiries in their absence.

Undertake training in complaints and representations, systems and procedures and health and safety requirements.

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

Key relationships

External Residents / Service Users and their families making formal complaints. Independent complaint investigators Local Government and Social Care Ombudsman	Internal Liaising with people at all levels from team members to Senior Managers across the organisation to follow up complaint responses and actions.
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A
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Person specification

Job Evaluation Code	X9069L
Knowledge	
An awareness of the relevant legislation underpinning the children's and adults social care complaints process	
Knowledge and interest of the general functions of Local Government	
Knowledge of Microsoft Office programmes including MS Teams, MS Word and Excel	
Statutory guidance and policies in relation to complaints and representations in local government	
Knowledge of privacy, data handling and data protection	
Knowledge of Equality, Diversity and Inclusion issues in relation to delivering services to the public and in the workplace	
Skills and Abilities	
Ability to prioritise own workload and that of others	
Ability to work flexibly and respond to changing priorities	
High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members	
Ability to maintain confidentiality of information	
Ability to be able to train and guide colleagues in complaints policy and complaints handling procedures	
Excellent organisational skills to maintain corporate systems and arrange meetings	
Ability to take and produce high quality notes in the support of meetings	
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	
Experience	
Managing a complex caseload of administration activities with varying deadlines and actions	

Dealing with conflict and negotiating outcomes
Dealing with anger, aggression and distress in heightened situations such as complaints; using your skills to calm situations and explain processes
Working in a customer services environment or complaints handling role
Of a wide range of clerical and administrative work
Of using and maintaining computerised systems including MS Teams, Word and Excel
Of producing a range of high-quality documentation under guidance e.g., reports or presentations
Of resolving internal and external enquiries from a diverse range of stakeholders.
Qualifications
Demonstrate, through either formal or informal methods, a commitment to continued personal and professional development
Special Requirements
N/A

Date Created	January 2019	Date Reviewed	April 2023
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