

Job Description and Person Specification



Job Description

Job Title	Customer Services Ombudsman Liaison Officer
Grade	5
Service	Customer Services
Reports to	Complaints Manager
Location	City Centre
Job Evaluation Code	A5638



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 / Output

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 & Key Accountabilities

Core Knowledge

- **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.

- **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/ccclgsco>).

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

- **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.

- **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>))

- **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 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

Key relationships

External Complainants Local Government & Social Care Ombudsman	Internal All Service Areas
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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

Person specification

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Knowledge	
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.	
Skills and Abilities	
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.
Experience
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.
Qualifications
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.
Special Requirements
Ability to be co-located with other directorate or partner organisation, depending on needs of specific projects

Date Created	January 2021	Date Reviewed	January 2023
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