

Job Description and Person Specification

Role: Service Recovery Officer



Job Description

Job Title	Service Recovery Officer
Grade	6
Service	Customer Services
Reports to	Resident Experience Manager
Location	City Centre
Job Evaluation Code	P1610D



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

1. Work as part of the Service Recovery team to ensure that the Customer Services function delivers the organisational vision for service delivery coordinating, managing, and promoting the efficient handling and resolutions for complaints, compliments, and comments.
2. Respond to a range of enquiries and support the resolution of formal complaints across the organisation, liaising with service areas as appropriate to advise on best practice and seek satisfactory outcomes.
3. Where complaints have been formalised supporting the process to ensure all statutory and regulatory standards are followed, timescales are met, and responses are in line with the Coventry Connects standards
4. Promote an inclusive culture where the resident is at the heart of everything we do, ensuring they are supported and fully informed throughout the process
5. Coordinate service participation and contribute to service reporting throughout the year as required; analysing trends and recommending service improvements.

Main Duties & Key Accountabilities

Core Knowledge

- Work as part of a team to co-ordinate and manage the resolution of complaints and representations across the organisation including receiving, recording and responding to corporate complaints, plus statutory children's and adults social care complaints and representations, in line with corporate procedures, corporate guidance and statutory requirements including the Local Government and Social Care Ombudsman.
- To develop professional working relationships with residents, service users and complainants, senior managers, and lead professionals, as well as children's advocacy and rights services as appropriate, communicating clearly and effectively the complaints process, and the progress of individual complaints.
- To ensure that the Council's statutory duties around complaints and representations are met, in particular, the requirements in place for the Council to have a system for receiving representations made by or on behalf of children or an adult using social care services provided by / commissioned by the Council, arising from the Children Act 1989 and Local Authority Social Services and National Health Services Complaints Regulations 2009 respectively.
- Work as part of a team to produce clear, reasoned and evidenced reports in respect of complaint resolutions and investigations, which make clear recommendations for both immediate remedial action, and identify areas of policy and practice development, as necessary.
- Working as part of a team to communicate feedback and learning about the progress of individual complaints, key themes and learning arising from complaints, and the operation of the complaints and representations system as a whole to senior management and elected members through weekly updates, monthly and quarterly meetings and reports, and annual reports as appropriate.

- To monitor action in respect of complaint outcomes and recommendations, by working with service areas to identify key themes and learning arising from complaints and understand and implement improvements as a result of complaints.
- Where complaints need to be investigated by an independent external investigator, to liaise with relevant senior manager or lead professional to agree a contract and monitor the quality, cost and time of the work undertaken.
- To securely store documentation and statistics relating to individual complaints and the operation of the complaints and representations system, and to produce statistics and documentation to relevant people as and when required, for instance, for performance management purposes, or when required by the Local Government and Social Care Ombudsman.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Residents, Complainants, Childrens Advocacy, Local Government Ombudsman	Internal Resident Experience Manager Senior Management across the organisation Elected members
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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	
<p>Knowledge of relevant legislation underpinning the children's and adults social care complaints and representations system and wider legislation underpinning the work of Coventry City Council, including:</p> <ul style="list-style-type: none"> • legislation covering the provision of children's services, particularly the Children Act 1989 & 2004, Children & Families Act 2014, Leaving Care Act 2000 and Working Together to Safeguard Children 2015. • legislation covering the provision of adult social care, particularly the Local Authority Social Services and National Health Services Complaints Regulations (England) 2009. • legislation covering the Housing Act 1996; and • legislation around information governance, data protection and equalities, particularly the Data Protection Act, Human Rights Act, Equality Act, General Data Protection Regulation. 	
Knowledge and understanding of the use of ICT systems including cloud based relational databases and storage and electronic communication systems.	
Skills and Abilities	
Ability to adapt own communication skills and style to connect with a diverse range of people from senior managers, children, young people and adults of all ages, cultures, and abilities, using the most appropriate method including face to face, via telephone, letters and electronic communications.	
Ability to investigate problems, assess complex information and produce recommendations for change.	
Ability to maintain a reasoned and evidence-based position, 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 – confident in using own judgement to reach a resolution but also knowing when issues should be discussed with the team / managers before agreeing.	
Ability to present information in group settings, including training sessions for our people and service development proposals to managers.	
Ability to manage time, including competing priorities and demands, and work within a clear responsibility and accountability framework	
Ability to both work as part of a small team supporting each other as well as being proactive and using initiative.	
Ability to work with a wide range of managers and issues; (some of which can be distressing)	
Ability to deal with complex or emotive problems demonstrating impartiality, politeness, confidence, tact, patience, and diplomacy. Able to apologise when we have got things wrong and still seek feedback to improve processes.	
Ability to maintain confidentiality even within a small team where appropriate.	

Experience
Handling, investigating, and resolving complex or confidential complaints and other concerns, ideally in a regulated or statutory environment
Dealing with conflict and negotiating outcomes.
Dealing with angry, aggressive, or distressed stakeholders – being able to calm situations and instil confidence in the complaints process
Providing detailed verbal and written feedback, including constructive criticism, to a wide range of individual and group audiences – taking complex information and translating it into information that can be more easily understood.
Producing high quality, well-reasoned reports with clear outcomes and recommendations.
Can demonstrate strong organisation skills; ideally managing a caseload of multiple activities with variable deadlines
Qualifications
N/A
Special Requirements
N/A

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