



## Job Description

Job title	Complaints Administrator	Hours	35 hours <i>Flexible working options are available, including job share</i>
Department	Centralised Business Support	Salary	SK7 (£25,794 per annum)
Location	A mix of home and office-based working	Contract	Permanent

### Main Job Purpose

The post- holder will be responsible for delivering a high level of Customer service across the whole organisation and engaging and resolving complaints to ensure positive outcomes.

This post will be responsible for analysing interactions with customers and working with colleagues to ensure that issues are not only resolved but improvements are made to ensure the service continually learns and improves.

Training and monitoring the progress of new staff within the Council with regards to the complaints system.

To work as a part of a team providing a wide range of business support across the organisation.

The role will be primarily based in Grantham but offers a mix of office-based and remote working.

This role is not politically restricted.

### Main Statement of Responsibilities

- To support and assist the organisation with ensuring customer complaints are resolved in a timely manner
- Be first point of contact for complaints or any issues with the software system
- To provide training and monitoring the progress of new staff within the Council
- Support the review and development of feedback strategy, policy and procedure, actioning identified changes and improvements which deliver better outcomes for customers and the Council
- To support teams across the organisation with a range of activities, including maintaining systems, collating documents, recording statistical information, assisting with procurement, document management etc.
- To assist teams in the production and printing of final documentation such as letters, notice reports, leaflets etc. as required.
- To be responsible for a variety of centralised functions within the remit of business support administration.



- To carry out any other duties as may be required by the Senior Leadership Team, Team Leaders or Service Managers which are commensurate with the grade.
- To accurately maintain records and statistical information as required.
- Liaise and collaborate with internal stakeholders across the organisation and external stakeholders as required, to support service needs to agreed timescales.
- Be part of a single point of contact team, but maintain links and skills with services we support
- Develop and support best practice that is adopted across all services
- Work to standardised processes and procedures for more effective and centralised service delivery

## Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

### Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

### Kindness



- Empathy and understanding of others.
- Treating everyone with respect.



### Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

### Person Specification

#### Relevant Experience, Skills and Knowledge

##### Essential

- Ability to train officers within the organisation effectively on new systems
- Ability to communicate effectively to different audiences, both face to face and via the telephone
- Ability to maintain confidentiality
- Ability to demonstrate IT literacy and use computer systems including financial systems, such as Cedar, information databases and document management systems
- Communicate clearly to different audiences, both internally and externally via multiple channels.
- Work with others to achieve success, this includes people across all levels of the organisation.
- Evidence of continuous learning
- Evidence of strong commitment to a customer focused service
- Previous experience of working in a business support role / function
- Experience of computerised databases and interrogations of external websites and portals

##### Desirable

- Basic knowledge of local government procedures and practices

#### Relevant Qualifications

##### Essential

- GCSE (Grade C or above) in Maths and English or equivalent

##### Desirable

- Current driving licence or the ability to make suitable alternative arrangements

#### Communication and Interpersonal Skills

##### Essential



- Creative, flexible approach to problem solving
- Accountable and willing to take responsibility for own actions
- Ability to prioritise work to meet deadlines
- Forward thinking and delivery focussed
- Willing to undertake training and development as required
- Contribute ideas and learning to support the Council as a learning organisation.