



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Feedback and Insights Assistant

Grade: G05

Directorate: Adults and Health

Department: Quality Assurance Team

Responsible to: Quality Improvement Officer

Purpose of the Job:

The Feedback and Insights Assistant will work within the Quality Assurance team. This role will be responsible for maintaining our commitment to listening to the views of people who access social care and embedding the learning from those experiences.

The role will involve speaking to adults and their families about their experiences, completing team-specific surveys, exploring a range of topics relevant to the customer experience, in addition to data input and recording.

This role will work alongside both health and social care professionals within Adult Social Care and across broad range of adults with a range of lived experiences. This role will provide insight into the ongoing improvement and delivery of services in Adult Social Care, provided by Rutland County Council.

Main Responsibilities:

- To conduct structured telephone calls to adults and their families, gathering their feedback on their recent interactions or the service(s) they received.
- To monitor the feedback survey referral system, interpreting the appropriate customer information and logging the required customer referrals.
- To plan and action customer phone calls, including inputting verbal and written feedback onto the survey system.
- To accurately document customer insights and categorise feedback for analysis. Including timely reports on progress and challenges.
- To collaborate with the Quality Assurance team to embed customer feedback into QA audits, reports, and improvement initiatives.



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- To use a variety of digital systems including Microsoft 365 applications and adult social care case management systems, to access customer information, organise customer communications and record feedback.
- To respond to customer queries and offer signposting to further support where appropriate.
- To assist in developing and refining feedback collection scripts and surveys.
- To maintain a high standard of professionalism and empathy in all customer interactions.
- Help promote equality, diversity, and inclusion in everything we do and promoting an approach which respects and values the different opinions of people we support.
- To identify areas for co-production and co-design within quality assurance workstreams both from ASC professionals and adults and their carers.
- To keep records and produce regular written reports/briefing notes and case studies for the Principal Social Worker and Senior management meetings, to evidence the impact of customer feedback within the wider quality assurance workstreams.
- The post holder should be able to interpret and analyse data and information which may be complex and sensitive to different audiences and use their professional judgment to assess potential issues and offer solutions to those issues.
- Manage own work priorities, working to outcomes agreed with the relevant lead officer within the Quality Assurance Team.
- To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees.
- Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.



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- This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Behaviours and outcomes:

Work collaboratively across Adult Social Care to ensure a joined up, consistent service that adds value to Rutland County Council.

Be ambitious for, and champion best practice for Adult Social Care services to achieve the best outcomes.

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

Dimensions:

This post has no direct line management or budget responsibility.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Educated to GCSE level or equivalent standard	A/D

Desirable	Method of Assessment *
Lived experience of accessing or using social care services and support.	A/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Able to establish positive working relationships with adults, their families or carers and practitioners within the Adult Social Care Service and any other partner agencies	A/I
A knowledge of assessment and support options within adult social care.	A/I
Able to understand current national and local issues within Adult Social Care	A/I
Able to interpret and use data to inform service developments.	A/I
Able to produce reports, audits, policies and service development plans	A/I
Understanding of how Health and Social Care is structured and works at a local and national level	A/I
Experience of producing reports	A/I
Experience of working with data and interpreting information	A/I



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Ability to liaise with and establish feedback from adults and carers with lived experience to inform learning across the services	A/I
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Desirable	Method of Assessment *
Lived experience of accessing or using social care services and support.	A/I

SKILLS

Essential	Method of Assessment *
Excellent written and verbal communication skills	A/I
IT literacy, including experience of word, excel and PowerPoint	A/I
A good standard of numeracy and literacy with report writing.	A/I
Determine priorities, allocate workload plans for own and other sections and introduce systems to ensure deadlines are met	A/I
Demonstrate a professional attitude in dealing with the public	A/I
Must be able to work on own as well as part of a team	A/I
Risk management - predicting, avoiding and solving problems	A/I
Analytical and problem solving skills	A/I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I



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OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I
Mobile and able to work from various locations	A/I

* A = Application Form D = Documentary evidence I = Interview T = Test

STRUCTURE

To be confirmed.

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
July 2025	New	C Bysouth-Rose – Quality Improvement Officer