

Harlow Council Job Description

Job Title: Customer Experience Officer **Post Number:** CS0001X

Grade: 9 **Date:** January 2026

Service: Corporate Services and Improvement

Location: Civic Centre

Responsible to: Customer Experience Team Leader

Job Purpose:

Ensure effective complaint handling across the Council and to liaise with services and customers to bring about resolutions to complaints. This includes ensuring full investigations are completed, collating files and drafting responses to customers as required. The role also includes responsibility for cases from the Housing Ombudsman Service and Local Government and Social Care Ombudsman, and enquiries from the local MP and councillors.

- 1.0 Monitor Council wide performance on complaints using the relevant systems and software.
- 2.0 Administer the Complaints Procedure.
- 3.0 Log, track and co-ordinate responses to Councillor enquiries and complaints.
- 4.0 Other duties appropriate to the role.
- 5.0 Statement of Health and Safety.

Breakdown of tasks:

- 1.0 **Monitor Council wide performance on complaints using the relevant systems and software.**
 - 1.1 To allocate and monitor complaints received, in line with the Council's complaints policy.
 - 1.2 Liaise with Harlow's MP to ensure that enquiries generating from his office are dealt with in an effective and efficient way in line with current policy.
 - 1.3 Deal with any failures or delays in supplying information to customers, staff or any outside bodies and work with the Customer Experience Team Leader to resolve this.
 - 1.4 Deal with correspondence in relation to complaints on behalf of EMT.
 - 1.5 Using the relevant software, monitor the nature of complaints, which includes their source of origin, and ensure that this data is used to improve the quality of service.
 - 1.6 Work with Council Staff to ensure that established mechanisms which enable complaints about Council services or policies receive accurate and timely responses. Provide additional support where required.
 - 1.7 Contact customers and arrange visits where necessary to ensure that their complaints have been dealt with effectively.
 - 1.8 Deal with customers when required at the Civic Centre on face-to-face basis.
 - 1.9 Be the point of contact for complaints, monitor them, and ensure that they are responded to.

Breakdown of tasks:

2.0 Administer the Complaints Procedure.

- 2.1 To ensure that whole Council is aware of and operating within the guidance of Complaints Policy.
- 2.2 Dealing with any cases of non-compliance through the Customer Experience Team Leader.
- 2.3 Monitoring and reviewing the operation of the procedure and guidance.
- 2.4 Acknowledge and process complaints, ensuring they are investigated as per the Councils Procedures.
- 2.5 Investigate and draft responses for, complaints at all stages of the procedure. Carry out a complete review of the case making recommendations how to proceed.
- 2.6 Assist EMT with investigations regarding person and panel complaints.
- 2.7 Provide updates to the Housing Ombudsman Service and Local Government and Social Care Ombudsman.

3.0 Log, track and co-ordinate responses to Councillor enquiries and complaints

- 3.1 Co-ordinate the Councillor inbox, ensuring that all Councillor enquiries are logged and acknowledged. Ensuring they are allocated to the correct service to provide the relevant information. Ensure that timescales are adhered to and chase as appropriate.
- 3.2 Using information obtained from departments, construct suitable replies to Councillor enquiries/complaints and close on system.

4.0 Other duties appropriate to the role.

- 4.1 To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.
- 4.2 All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.
- 4.3 All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.
- 4.4 All employees are expected to adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 4.5 All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
- 4.6 This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take into account changes and developments in service requirements.

5.0 Statement of Health and Safety

5.1 Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974.

- 5.2
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
 - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.