

Decision under Delegated Powers

Officer Requesting Decision

Customer Experience Manager

Officer Making the Decision

Rob Mitchell, Head of Paid service (Chief Executive)

Recommendation

That a new Investigations Officer post at Grade SO1 be created for 30 hours/week (Appendix A). This post will be to investigate Stage 2 Corporate Complaints within Cost centre V004. The post will report into the Customer Experience Team Leader; Adrian Le Cras.

Reason

Due to the increase in Corporate Complaints and the associated time taken up, this new post will build capacity to manage the demands of the corporate complaint process along with adding resilience into the Customer Experience Team.

Authority for Decision

Under Section 6 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption or services or involving a change from direct to indirect provision or vice versa or other policy implications.

Decision and Date



05.03.2024

Background

The volume of stage 2 complaints has risen steadily since 2018/19:

Year	Volume of complaints
2018/19	10
2019/20	21
2020/21	25
2021/22	49
2022/23	41

2023/24	54 (To date)
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The rise to 54 this year represents a 440% increase in the volume of complaints compared to the 10 of 2018/19. The allocated resources in the Customer Experience Team have not changed. It is proposed that the creation of this role will have a sole focus of complaint management with support being provided by the Customer Experience Team Leader (CETL) as required. This will enable the CETL to focus on all aspects of their role rather than having a sole focus of complaint management. The final element of the change will be to add resilience to the Insurance Officer post, the Investigations Officer post will provide cover for the Insurance Officer during periods of absence and vice versa.

These changes will be cost neutral, vacant hours from within the customer service budget V023 will be transferred to V004 to cover all costs.

Comments from HR

HR Advisor: Anna Cairns (21/2/24)

Summary of Comments from HR: This new post has been through a job evaluation process and was graded at SO1. The normal recruitment process should be followed.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

	Cost Centre	Cost Centre Name	Post No.	Post name	No. Hours	Grade (top scale)	Deletion of posts* (£) (inc on-costs)	Creation of posts* (£) (inc on-costs)
NEW POST	V004	Customer Experience	NEW	Investigator	30	SO1		41,400
VACANT HRS	V023	Customer Services	M439	Customer Service Advisor	39	Grade C	- 41,400	
						<u>TOTAL</u>	- 41,400	41,400

*Costs calculated at the top of each grade with on-costs. Based on 2024-25 Salary Master.

Budget Virement: £41.4K taken from budget V023 A0101 reduction of 39hrs from Post: M439 into V004 A0101

Risk Management

No specific risks are associated with this report.

Key Decision: No

Background Papers: None

Appendix A:



Division:	Customer Experience
Job Title:	Investigations Officer
Grade:	SO1
Post Number:	
Base/Location:	Southfield Road, Loughborough
Responsible To:	Customer Experience Team Leader
Responsible For:	Nil Staff
Key Relationships/ Liaison with:	CBC Colleagues Partners and stakeholders Insurance providers and brokers CLT & SLT

Job Purpose

- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.
- To collate and present customer feedback and customer insight to enable the improvements service processes across the organisation.
- To be the first point of contact for the Corporate Complaint Policy.
- To administer the Corporate Complaints Policy, ensuring timely and quality responses to complaints.
- Provide advice and guidance on the Council's insurance arrangements to services as the service requires.
- To assist with relevant aspects of the Council's risk management framework.

Main Duties and Responsibilities

1. To handle complaints in accordance with the Corporate Complaints Policy, ensuring complaints are logged on the the corporate system and responses are completed in line with policy and legislative requirements.

2.	Carry out thorough investigations of complaints and compensation claims made against the council, including obtaining all relevant documentation, statements and other necessary material to assess the case.
3.	Be the link officer for the Social Housing and Local Government and Social Care Ombudsman services coordinating responses to enquiries and complaints.
4.	Collate, analyse and present complaint and feedback data to identify trends and issues to enable service and organisation improvements including training to colleagues.
5.	Prepare and complete any statutory or non-statutory returns in relation to complaints.
6.	Prepare and maintain a case plan for each complaint investigation and present recommendations to resolve the complaint to the Customer Experience Team Leader.
7.	To maintain a professional working relationship with customers, stakeholders, contractors and colleagues to ensure that investigations are progressed in a timely manner, including arranging review meetings to progress and resolve cases.
8.	Make recommendations to CLT and SLT to resolve complaints, including resolutions, compensation and service improvements.
9.	Prepare regular reports on the organisations complaints handling performance and provide updates to CLT and SLT.
10.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
11.	Focus on and promote the Customer Experience, ensuring that complaints are provided in a consistent, customer focused manner, and feedback from customers is actively sought.
12.	Provide operational cover for the Insurance Officer during periods of absence.
13.	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
Special Factors	
<ul style="list-style-type: none"> The nature of the work may involve the jobholder carrying out work outside of normal working hours e.g. evening meetings/seminars. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: January 2024



Division:	Customer Experience
Job Title:	Investigations Officer
Grade:	SO1
Post Number:	

	Essential	Desirable	How assessed
Qualifications			
Understanding of complaints handling processes and/or of Council services and their inter-relationships with each other / similar services in the statutory, private and independent sector.	✓		App/Doc
Or Demonstrable experience identified within the section below.	✓		App/Int
Educated to GCSE Level or above in Maths and English (or equivalent).	✓		App/Int
Experience			
Experience of complaint management including advice, investigations and liaison with customers and/or their representatives.	✓		App/Int
Proven ability to investigate matters fairly and objectively.	✓		App/Int
Knowledge or experience of services provided by a District council.	✓		App/Int
Awareness / understanding of public sector insurance requirements.		✓	App/Int
Experience of maintaining up to date and accurate records.	✓		App/Int
	✓		App/Int

PERSON SPECIFICATION

Experience of presenting information in a variety of circumstances e.g., formal and informal meetings.	✓		App/Int
Experience of working with regulatory bodies such as the Ombudsman services.			
Skills/Knowledge			
Knowledge of complaint legislation.		✓	App/Int
Excellent customer service skills.	✓		App/Int
Excellent standard of IT literacy including working knowledge of MS Office and an understanding of how databases can be effectively exploited.	✓		App/Int
Excellent communication skills, able to communicate verbally and in writing with a wide range of people at all levels including both internal and external.	✓		App/Int
Awareness of data protection and risk management principles.		✓	App/Int
Interpersonal Skills			
Able to work under own initiative and also as part of a team.	✓		Int
Logical and methodical approach to organising workload.	✓		Int
Able to develop good relationships with a variety of people at all levels.	✓		Int
Positive attitude with a firm, tactful and persistent approach.	✓		Int
Other requirements			
Must be able to respond flexibly to the needs of the service and to meet deadlines.	✓		Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App

Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
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Key: App = Application form Test = Test Int = Interview		Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)
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Prepared by: Customer Experience Manager	Date: January 2024
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