



Customer Care Relations Officer

Reports to:	Head of Service Complex Care		
Department:	Adult Social Care	Grade:	SO1
DBS Status:	No	Politically restricted:	No

Job Purpose:

The role of the customer care relations officer is to provide a customer centric forward facing effective and responsive single point of contact for Brent Adult Social Care Customers (internal and external).

The role will act as a conduit between Brent customer services and adult social care advising people who are waiting well for services. New developments in technology will continue to underpin the work of Customer care relations Officer.

In addition, the postholder will support Heads of Service in the maintenance of policies and procedures for the service including project and organisational support in managing the business functions of the department.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. To contribute to the development and management of internal performance monitoring processes on behalf of the ASC management team.
2. Support managerial oversight of escalated contact in the service and act as a single point of contact for customers waiting for services including complaints, Freedom of Information requests, Member Enquiries, and Subject Access Requests
3. Manage the waiting well initiative in Adult Social Care to ensure customers are kept informed and escalate customers whose needs may have changed awaiting an assessment or review within the service in line with statutory KPIs
4. Create and accurately maintain statutory records for people with sensory needs ensuring compliance with the General Data Protection Regulation for the customer services team and all partner services and agencies.
5. Keep up to date with changing policies, procedures and legal requirements, including but not limited to The Care Act 2014, and implement relevant changes when instructed.
6. Provide confidential support to the Heads of Service around the wide range of departmental HR processes as appropriate.
7. Maintain up to date procedures and practices and contribute ideas for system/process improvements to increase efficiency offered by new technologies, new ways of working and changes in work processes.

8. Draft, compose and/or type confidential/complex documents, ensuring correct and appropriate layout, accuracy, language, tact and diplomacy with direction and guidance from the relevant HOS.
9. Undertake administrative support for the Heads of Service including preparation of PowerPoint presentations, preparation of meeting agendas, minute taking, and creating and maintaining e-filing for key board meetings and projects.
10. Promoting the “Self Service” ethos across departments
11. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
12. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. A high level of expertise in the operation of standard office information and communication technology applications, including MS Outlook, presentation software and technical ability to use document management systems for mobile devices (meetings and agendas).
2. An awareness of the complexities and sensitivities of working in a political environment

Experience

3. Proven track record of providing business support to a senior manager in a comparable organisation, which will include organising and managing systems and processes and preparing papers, minutes/agenda.
4. Evidence of success in building and forming working relationships and working flexibly across professional and operational boundaries.
5. Experience of producing complex reports and information to tight deadlines.

Skills and Abilities

6. Well-developed interpersonal and written communication skills, including the ability to communicate with a wide range of senior staff, elected members, health partners, voluntary sector etc.
7. Ability to collate papers and meeting agendas and minutes.
8. Highly skilled in use of office packages, including word processing, spreadsheet and presentation software.
9. Skills in drafting correspondence, minutes and notes of meetings and briefing notes
10. Ability to work on own initiative, be a self-starter, proactive and respond accurately to tight deadlines, and able to prioritise between conflicting demands.
11. Ability to network effectively and develop excellent working relationships.
12. Ability to provide administration support to project meetings.
13. Communicating and influencing skills and able to cope with pressure in a demanding environment.
14. A collaborative corporate player with a strong team spirit and respect for others.
15. A customer focused individual with a personal commitment to service improvement

Budget Responsibility and Overall Headcount - None

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs