

Role Title: Customer Care Officer
Salary: PO1 £35,745- £38,223
Location: Bradford
Report to: Customer Care Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Department Overview

Customer Care Team is currently leading on investigating complaints, record compliments, handle general enquiries and pre-complaints made by the public and any professionals who work with our children and families.

The Team also investigates complaints that escalates to stage 2 of the complaints procedure.

This is an exciting time to join the Customer Care Team as we grow, adapt, and reset our service to ensure that Customer Care team provides timely support and guidance, agree the terms of reference with the complainant, if necessary, monitor deadlines and performance, and provide quality assurance.



Role Summary

As one of the Trusts Complaints Officers, you will play a vital role in ensuring effective and efficient Trusts wide complaint handling process by:

- Co-ordinating complaints, where appropriate, both verbally and in writing and within legislatively prescribed or policy driven timescales.
- Acting as a point of contact for Trust officers in all complaint related matters, providing advice and guidance and practical interpretation of Trust policy and legislation relating to both informal and formal complaint resolution.

Main Duties and Responsibilities

- To deal with, and where appropriate, carry out investigations into complex complaints, that can be highly confidential and/or sensitive and could involve investigating and /or gathering evidence from multiple sources.
- To assist with the complaint handling reminder and escalation process and referring outstanding matters to the Assistant Director of the Service without delay.
- To provide advice, as appropriate, to both internal and external stakeholders on behalf of the Customer Service Team.
- Assist in organising training events and/or materials including but not limited to the delivery of training packages to all levels of staff and/or provide admin support for any training events.
- Support the induction of new members of staff on systems and procedures within the Customer Care team.
- Assist and advise staff Trust on the definition of complaints including what constitutes a complaint and also guide and advise on the different complaint handling processes.
- To assist in communicating relevant information, guidance and best practice pertaining to complaint handling to staff across the Trust (including Managers, Senior Managers and where appropriate Elected Members).



- To assist in reviewing and maintaining the Trust's Complaint Handling policies, procedures and guidance.
- To continuously develop own skills and enhance knowledge of complaint handling topics, including changes to legislation and best practice guidance.
- Undertake additional / alternative activities as required to meet Service and Trust needs.

About you

We are looking for applicants who can demonstrate that they meet the following requirements:

- Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.
- Knows and understands how to use, interpret, handle and communicate Information both face to face and by telephone.
- Knows how to deal with confidential and sensitive information.
- Strong Problem Solving abilities.
- Exceptional interpersonal skills and professionalism in handling sensitive information.
- Ability to follow instructions in a structured way, plan and arrange own workload and to make routine day to day decisions which are not always within set systems.
- Ability to work as part of a team, maintaining a close working relationship with other colleagues, agencies, organisations and members of the public.
- 2 A levels in a related subject or more than 3 years experience of working in an administration/ governance environment.

