Role profile

**Feedback and Insight Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Customer, Data and Insight |
| **Reports to** | Strategic Complaints and Improvement Manager |
| **Job family** | Professional and Technical |
| **Grade** | E |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date** | December 2024 |
| **JE Code** | JE2675 |

Key deliverables

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| **1** | Support the Strategic Complaints and Improvement Manager with tracking of complaints across the organisation to ensure they are being responded to within organisational and regulatory standards. |
| **2** | Support the Complaints and Improvement Manager with the use of customer complaint data gathered council wide to improve service design and increase customer satisfaction. |
| **3** | Support the Corporate and Housing Complaints Coordinators with response to complaints working with relevant managers across the organisation. |
| **4** | Manage monitor and report on incoming complaints demand from members of the public and the Local government and Social Care Ombudsman and Housing Ombudsman ensuring they are assigned to the appropriate teams within 24 hours. |
| **5** | Help and support managers to investigate and review/ draft complaints responses as required. Work with service managers and others to facilitate speedy resolutions and solutions that will improve the experience of residents. |
| **6** | Produce a range of monthly, quarterly, annual and ad hoc reports, presenting complaints and customer feedback for the Complaints and Improvement Manager. |
| **7** | Use systems and technology to deliver innovative solutions to organisational problems to ensure that complaints are responded to effectively and in a timely manner. |
| **8** | Work with services to gather evidence of improvements and changes made to services due to feedback from customers. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | **Problem-Solving Abilities**: Demonstrated ability to analyse complaints, identify root causes, and implement effective solutions to resolve issues promptly and efficiently. |
| **2** | **Customer Service Orientation**: A commitment to providing high-quality customer service, with the ability to empathise with tenants and address their concerns in a professional and courteous manner. |
| **3** | **Excellent Communication Skills**: Strong verbal and written communication skills to effectively handle complaints, mediate disputes, and provide clear information to tenants and stakeholders. |
| **4** | **Experience with Regulatory Enquiries**: Proven experience in handling enquiries from local government, the Social Care Ombudsman (LGSCO), the Housing Ombudsman (HO), or other regulatory bodies. |
| **5** | **Organisational Skills**: Exceptional organisational and time-management skills to handle multiple complaints simultaneously and ensure timely resolution. |
| **6** | **Technological Expertise**: Experience in using technology to enhance outcomes for residents, including implementing digital tools and systems to improve service delivery and resident satisfaction. |

Job family

**Professional and Technical (Grade E)**

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| **Colleague expectations**  Be professional at all times  Work together for the good of the team, city council and local people  Promote a supportive culture  Challenge assumptions  Take ownership  Be willing to change and do things differently  Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profiles, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level the experience and technical expertise of job holders enables them to carry out a range of complicated tasks and provide authoritative technical and procedural advice to colleagues and members of the public. They will monitor and take responsibility for a range of city council assets and will plan work outputs and project deliverables several weeks in advance.

**The knowledge and skills required**

The range of knowledge required for these roles includes an understanding of the policies and procedures across the specialist area in which job holders work as well as a solid underpinning of technical knowledge gained through dedicated, formal education.

Usually job holders have been working within the specific field for a reasonable time and they have been exposed to many of the routine and more unexpected circumstances of their role.

This level is also appropriate for jobs requiring graduate or post graduate qualifications in a specific discipline, but which will not yet have the on the job experience necessary for full practitioner level expertise.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will need to make judgements and creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon jobholders’ technical expertise in their particular discipline.

Job holders will deal with many day-to-day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

**Areas of responsibility**

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

OR:

Supervisory duties are an element of jobs but there will generally be a compensating reduction in the requirement to assess the needs of service users and/or accountability for financial and physical resources.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team. These are likely to be financial accountability at the level of regular cash handling or monitoring/ spending from an agreed budget and the careful use and maintenance of significant city council assets such as vehicles, equipment, information and resources.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional and Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.