

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

DIVISION:

JOB TITLE: Members Enquiry Support Officer

ROLE PROFILE

Job Title:	Members Enquiry Support Officer
Directorate:	
Division:	
Grade:	

Hours (per week):

36

Reports to:

Complaints Manager

Responsible for:

N/A

Role Purpose and Role Dimensions:

This role is responsible for supporting the elected members (Councillors & MP's) of London Borough of Croydon in managing their enquiries/questions and the effective investigation of complaints against adult and children social care and all non-statutory services across the organisation.

This includes supporting the elected members with using the online system and reporting any technical issues. Where required this role will also support chasing due and overdue enquiries as needed. It will also include carrying out investigations, arranging for independent investigators (where needed) and setting up review panels.

This role will also feed into the design and delivery of improvement plans to ensure that the council adopts and embeds a learning culture and is safe from financial and reputational harm.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:	• Members of the public • LGA • Central government departments • MPs
Key Internal Contacts:	• Directors and Executive Directors across services • Senior and operational managers across services • Staff across other service areas • Legal services • HR & OD • Other Elected members
Financial Dimensions:	N/A
Key Areas for Decision Making:	N/A
Other Considerations:	N/A

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted

[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

Key Accountabilities and Result Areas:

Corporate Responsibilities:

- Champion, promote and demonstrate the Council's values in all aspects/areas of the role both within the department and across the council.
- Support the council management team in the delivery of the Council's vision and corporate priorities.
- Be a positive ambassador for the council and Croydon, maximising our influence and promoting Croydon in a positive light and creating opportunities to enhance the Council's image and reputation.
- Provide a visible commitment to customer satisfaction and continuous improvement across all services.

Departmental Responsibilities:

- Take responsibility for assisting manager to provide effective leadership, management, and communication within the specific service area.
- Demonstrate a performance driven approach to work in line with the corporate vision and values.
- Champion and support continuous professional development within the service team.
- Prioritise customer service, service improvement and satisfaction across all service areas.
- Foster a culture of innovation and ambition throughout the service team, including appropriate levels of accountability and consultation.
- Ensure effective partnership working, fostering key relationships with other service managers across the division and beyond.
- Monitor the delivery of own service area against agreed targets, timescales, and resources, ensuring appropriate action and interventions are taken to achieve desired outcomes.
- Actively commit to own continuing personal and professional development.

Support elected members enquiries:

- Ensure all elected members enquiries are carried out in a timely, rigorous, and effective manner.
- Supporting managing overdue enquiries by ensuring that they are assigned to the correct service area, re-assigning if required and sending messages for a response.
- Trend analysis for elected members enquiries and implementation of action plans in conjunction with service.
- Ensure excellent record keeping, for audit purposes, in line with best practice, organisational and data requirements.
- Ensure all cases are entered onto the CRM system and are kept up to date.
- Support elected members in using their online system.
- Collating system improvements and providing this feedback to the system provider.
- Escalating system issues to the provider as required.
- When new elected members are elected offer training and guidance on how to use the system, log enquiries and send communications within the system.

Disseminate best practice throughout the Council on complaint management and improving the customer experience:

- Provide consistent and high-quality advice to officers.
- Promote a positive culture across the council in respect of members enquiries management, including ownership and accountability.
- Work with services to identify training needs both in relation to effective members enquiries management and in using the CRM system.
- Working with the rest of the complaint resolution team, deliver high quality training to officers and members on all aspects of members enquiries management.
- Responsible for the safe storage and transport of any training equipment, such as laptops.
- Develop and deliver course materials that adhere to council standards.
- Evaluate all training delivery, from initial evaluation (individual impact) through to high level (organisational impact).
- The officer would be expected to lead on the design and delivery of training sessions.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

Members Enquiry Support Officer

Essential knowledge:

- Working knowledge of best practice in handling enquiries and customer feedback.
- Up-to-date knowledge of service improvement in other local authorities and changes in legislation that affect key services.
- Intellectual capacity to demonstrate or acquire an understanding of the broader operating context of the Council.
- Evidence of ongoing and relevant professional development.
- Evidence of improving processes within an organisation that impact positively on the customer experience.

Essential skills and abilities:

- Strong oral communications skills using a range of methods, including delivering presentations.
- Strong written skills, providing clear and unambiguous reports on complex issues and not use jargon.
- Ability to manage and deliver a range of complex projects, tasks and activities.
- Practical problem solver, with a focus on efficiency, value for money and the effective management of conflicting priorities.
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads
- Good facilitation skills
- Good coaching skills

- Strong analytical skills with ability to process and analyse a broad range of data quickly and effectively
- Creative and innovative with ideas and approach
- Ability to build and maintain strong relationships at all levels
- Ability to influence at all levels of the organisation – and unafraid to constructively challenge
- Outstanding ability to work well in a team
- A determination to deliver a high quality of service
- A consistently positive attitude to change
- Excellent organisational skills

Essential experience:

- Members Enquiries handling experience (or the ability to clearly demonstrate transferable skills)
- Previous experience of delivering training and development activities
- Experience of working closely with different levels of staff up to an including chief executive level, gaining credibility across all levels.

Special conditions:

- Required to work outside of core hours, including evenings, as needed