



## Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Customer Relations Officer (Highways and Transport)
Job Reference	712391
Service	Highways and Transport
Team	Customer Excellence
Location	Shute End/Depot/Smart Working
Reports to	Business and Customer Excellence Manager
Responsible for	N/A
Grade	5
Contract Type	FTC/Secondment
Hours	Full-Time

Main Accountabilities	
1.	Coordinate, triage, and report on all aspects of Highways and Transport enquiries and complaints.
2.	Role model and promote best practice in complaints handling and Customer Excellence across the Council.
3.	<p>Support and provide performance reporting to support Senior Managers in Place and Growth, highlighting areas for potential service improvements</p> <p>To triage, log and manage Highways and Transports enquiries and complaints.</p> <p>Provide general support and advice to teams including Senior Managers on complaints procedures, including best practice on handling, and responding to complaints.</p> <p>Arrange or provide training on complaints handling where required.</p>





	<p>Act as first point of contact for Highways and Transports general enquiries, complainants, and support residents where required.</p> <p>Engage with residents to discuss and clarify complaints, making sure they are supported throughout the process.</p> <p>Provide performance reports on complaints including contribution to Annual and Quarterly reports, ensuring root causes of complaints, learning and areas for improvement are identified.</p> <p>Maintain personal knowledge of complaints procedures including keeping up to date with new developments in complaints policy and procedure.</p> <p>Promote best practice in customer excellence and complaints handling.</p> <p>Contribute to the creation of complaints policies to enhance customer experiences across Place and Growth and the wider Council.</p>
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Person Specification	Essential	Desirable
<b>Education/Qualifications</b>	Good standard of education, Including excellent literacy and numeracy skills	Relevant NVQ, BTEC or other qualification in Customer Services
<b>Experience</b>	Practical work experience in similar field Experience of administering processes to tight timescale and with high levels of accuracy Experience of assisting in delivering change particularly in relation to process improvement Experience of supporting customers within a front facing service, with a drive for customer excellence.	Good working knowledge of the policies and processes across some of the specialist areas Experience of supporting others Basic working knowledge of any legislative frameworks surrounding the service
<b>Skills/Knowledge</b>	Good IT skills including Microsoft Office software' Ability to analyse data and Communicate to groups, including recommending appropriate action Ability to use customer feedback and Outcomes from complaints to provide Intelligence and insight to inform Improvements in customer experience	Experience of using relevant technology and software used within similar service area





Behaviours/Attributes	<Y/N >	<Additional desirable traits.>
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Purpose Details	
<b>Service Purpose</b>	The Highways and Transport team are responsible for Wokingham's Highways maintenance and construction including street lighting, structures, bridges, drainage, road resurfacing, safety and cleaning, Parking management and traffic orders, moving traffic offences and transport links including public transportation support
<b>Role Purpose</b>	The role holder needs to role model and promote best practise for customer excellence across the Highways and Transport teams, monitoring the performance from the customer's view. The role will include management of all data to ensure that we are delivering to the highest standards.

Supervision and Relationships	
<b>Supervision Received</b>	Line managed by Business and Customer Excellence Manager
<b>Supervision Given</b>	Line managed by Business and Customer Excellence Manager
<b>Contacts</b>	Business and Customer Excellence Manager, Service Director, Customer Relations Team

Resources/Budget Management
N/A

Special Requirements
N/A

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N





Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	N
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	N
Work Environment Details	Shute End/Depot/Smart Working

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N





None of the Above

Y

Disclosure and Barring Service (DBS)		Details
DBS Requirement	N/A	
Eligibility Tool		Find out which DBS check is right for your employee - GOV.UK ( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> )

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	January 2022
Evaluated by:	

