

## OFFICE OF THE POLICE, FIRE AND CRIME COMMISSIONER

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Customer Service Caseworker</b>
<b>SCALE:</b>	<b>6</b>
<b>SUPERVISION AND CONTROL:</b>	<b>Customer Service Manager</b>
<b>PLACE OF WORK:</b>	<b>Commission Offices</b>
<b>HOURS OF WORK:</b>	<b>37</b>

### **PURPOSE OF THE JOB:**

To receive, assess, record and resolve complaints in a professional, courteous and timely manner to the satisfaction of the complainant and where appropriate ensure complaints are referred to the Northamptonshire Police Professional Standards Department for formal investigation.

To assist in the preparation of papers relating to reviews falling within the remit of the Police, Fire and Crime Commissioner.

### **KEY RESPONSIBILITIES:**

1. Receive complaints direct from the public and /or identify outstanding complaints received into force e.g. out of normal office hours, and progress directly with complainants in a speedy manner.
2. Ensure complaints are accurately assessed, recorded and resolved wherever possible at first point of contact, via a third party or escalated to PSD for formal investigation.
3. Clarify the nature of complaints, record findings on agreed database, ensure the correct categorisation of complaints and identify suitability for early resolution and where appropriate service recovery.
4. Prepare detailed and customised responses to all complaints, providing innovative approaches to service recovery through the delivery of excellent customer service, in order to minimise further complaints.
5. Act as the point of contact for complainants, Investigating Officers, third party reporters and external agencies.

6. Facilitate mediation sessions between the public and internal/external parties included in complaints, providing early face to face intervention where appropriate, in order to achieve the successful resolution of complaints.
7. Operate and maintain local and national databases in order to contribute to the collection, collation and dissemination of information.
8. Assist with wider OPFCC correspondence and governance matters as and when required.

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

## **PERSON SPECIFICATION**

### **ROLE SPECIFIC ESSENTIAL CRITERIA**

1. Proven experience in delivering high quality customer service in a fast paced environment.
2. Proven experience of using a range of software applications, including Microsoft Word and Excel.
3. An understanding of equality and diversity issues appropriate to the role.