



**Customer Experience Coordinator**  
Head Office, Stockport

**Reference: 91335**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however, we cannot accept a CV as a completed application.

***Please note the following:***

**Once you have submitted or posted your application form allow 10 working days after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.**

Please return the completed application form to **Creative Support** in the enclosed Freepost envelope or to Recruitment, Wellington House, 131, Wellington Road South, Stockport, SK1 3TS.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope **must be done so using the correct postage amount**. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

**Closing Date:**

Yours Faithfully

**Recruitment Department**

- Encs: Application Form
- Philosophy Statement
- Additional Information

**All candidates are subjected to enhanced DBS checks**

## **JOB DESCRIPTION – Customer Experience Coordinator**

### **Head Office, Stockport Town Centre**

**Hours:** Full time is 37.5 hours per week (flexible: to include evenings, weekends and public holidays according to the needs of the office in addition to participation on office out of hours rota - no more than one weekend or bank holiday shift every four weeks).

**Location:** Stockport Head Office is the main base but the post holder will be expected to carry out case work across our national services as required

**Responsible to:** Head of Social Care Governance / Customer Experience Manager

### **Scope of the Role**

Creative Support is an established not for profit social care company with an excellent level of achievements at rating Good with CQC (Care quality commission). We are looking for a competent and caring individual who is flexible and interested in carrying out a diverse and rewarding role overseeing the Customer care department at our head office in Stockport. You would oversee a case load of complaints and log compliments, there would some more complex complaints that you would case manage in conjunction with Customer Experience manager. A key part of the role is effectively working in conjunction proactively with the senior management team nationally in order to ensure excellent Customer care is delivered. Creative Support works with up to 6,000 service users and the role would include proactive initiative and training in order to prevent complaints from escalating and also training staff to manage issues at local level.

The Customer Experience Coordinator will work closely with the Head of Social Care Governance and Customer Experience Manager to ensure customer matters including complaints are managed professionally and effectively in a timely manner working in line with the Creative Support Complaints Policy. The Customer Experience coordinator will support services to improve their customer care approach in line with our national strategy.

The role will include:

- Supporting with surveying opinion through social media and also in person at services
- Travelling to services around the country following up and investigating customer care concerns
- Supporting the Head of SCG with incident follow up and preparation for National Social Care Governance meetings
- Supporting with information request work as instructed.
- Offering administration support within complex customer case management for key directors and the Customer Experience Manager and Head of Social Care Governance.
- They will also operate the Customer Care desk when the manager is out on visits or assignments. This involves support all aspects of managing complaints including, recording, responding directly to complainants, acknowledging complaints, allocating complaints and reviewing outcomes.

The post holder may be required to travel nationally to services with planning, however the role is mostly office based. Full training and support is offered.

## **Role and Responsibilities**

### **Main Duties**

1. To work alongside the Director for Quality, Head of SCG and Customer experience manager also linking in with the Quality Team and service Directors and Managers.
2. To keep accurate documentation, logging all 1<sup>st</sup> stage complaints, ensuring accurate records of allocation and all correspondence, outcomes and appeals are maintained. Check all outcomes from investigating officers on behalf of the organisation and seek advice if required prior to outcome being sent to complainant.
3. Where appropriate liaise with complainants either by phone, e-mail or face to face. Keep accurate records of complex complaints received by phone or at meetings with complainants.
4. Undertake your own case load, carry out investigations and write outcomes relating to complaints following discussion with Line Manager and in conjunction with the service staff.
5. To work with service users in a person-centred way and ensuring appropriate communication models are used in order to ensure good access to the complaint process.
6. To assess and define complaints in order to allocate appropriately and respond effectively.
7. To be part of a wider team; sharing strengths and skills and provide support and guidance to investigating managers. To follow up to ensure outcomes are reached and to oversee the quality of responses.
8. To support the National Lead in the delivery of any complaints related training or sharing of information to Social Care Governance processes and to the Executive Team and Board of Trustees.
9. When required to deliver local complaints training and develop skills and toolkits to enable good practice when dealing with complaints.
10. To ensure you are up to date with current good practice and social care sector issues to inform the best results. To maintain your own mandatory training.
11. To hold departmental team meetings and progress positive outcomes through analysing complaints logs and trends. To write an annual report which is presented to the Quality subcommittee of the Board of trustees.
12. To attend Quality team and organisational meetings as required. To be informed and support quality campaigns and initiatives to ensure excellent standards are upheld within Creative support as regards Customer experience.

### **Serious complaints and whistleblowing**

13. To identify potentially serious complaints ensuring they are directed to the appropriate senior manager for action and be aware and respond to any safeguarding concerns.

14. To collect all data in respect of complaints maintain complaints data base and produce reports on a quarterly basis.
15. To highlight and report any concerns to the Customer experience manager as soon as they arise.
16. To respond to any Whistleblowing alerts and escalate them as appropriate
17. Take concerns by phone and inform or allocate to the most appropriate manager for investigation immediately.
18. Where required conduct investigations/staff consultations by phone or in person at the service.
19. Provide analytical overview and reports including statistical reports for Executive Team, Board of trustees & Social Care Governance and Quality team meetings.
20. To respond to our internal 'Code Red initiative' which encourage proactive escalation by local staff of any internal issues they wish to highlight. When required to receive phone calls & emails and monitor in box ensuring all concerns are forwarded and reported to the appropriate manager.

### **Analysis and review**

1. To work in a reflective way that ensures learning and prevention of future complaints themes and trends. To present these to the quality social care governance meeting on a monthly basis and to executive teams as required.
2. To campaign for improved good practice in managing complaints and whistleblowing.
3. To further develop a positive culture around receiving and analysing compliments ensuring again that reflective practice and learning is undertaken to build on positive feedback we receive.
4. To analyse data relating to complaints and compliments, exploring trends and themes, provide verbal feedback and produce written progress reports relating to areas of responsibility.
5. To contribute to the Corporate strategic plan and departmental plan as appropriate and provide quarterly and annual reports for the Executive Team and the Board of Trustees.
6. To contribute to and support the annual service user satisfaction survey.
7. To support the Customer experience manager in reviewing policies, (including easy read) complaints procedures and guidance, templates and all documentation in relation to complaints.

### **Other Responsibilities**

8. To carry out all work undertaken in a positive and diligent manner which reflects the aims, values and philosophy of Creative Support.
9. To respond positively to all reasonable requests for advice and assistance.

10. To maintain confidentiality at all times in accordance with the Creative Supports Policy and the framework of the Data Protection Act and have an awareness of Information Governance.
11. To work proactive with other departments to achieve best outcomes.
12. To maintain up to date professional knowledge and skill through reading, research and ongoing professional training.
13. To support in delivering in-house managing complaints well training.
14. To observe company policies, procedures and guidelines for good practice.
15. To engage in regular supervision with the identified line manager.
16. Any other duties as required.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential / Desirable</b>
1	Good level of degree or equivalent qualification	Application Form	Essential
2	A recognised qualification in complaints handling	Application Form	Desirable
3	Excellent understanding and experience in customer care	Application & Interview	Essential
4	To have good understanding of social care and the needs of vulnerable adults	Application & Interview	Essential
5	Experience of working in social care preferably at a managerial level.	Application & Interview	Desirable
6	Excellent interpersonal skills and the ability to actively listen to people	Interview	Essential
7	Ability to organise and prioritise a busy workload	Application & Interview	Essential
8	Ability to use initiative, problem solve and respond proactively to issues and concerns	Application & Interview	Essential
9	Excellent IT, data management and presentation skills. good understanding of social media	Application & Interview	Desirable
10	Excellent letter writing and written communication skills	Application & Interview	Essential
11	To behave maturely, sensitively and respectfully to people wishing to lodge a complaint	Application & Interview	Essential
12	To have the ability to communicate with a range of people	Application & Interview	Essential
13	To genuinely be interested in people and their interests and hobbies	Application & Interview	Essential
14	To be reliable and have good time keeping	Application & Interview	Essential
15	To have proven experience of working with customer care	Application & Interview	Essential
16	To have delivered training or have experienced in delivering presentations	Application & Interview	Desirable
17	A hard working, practical, diplomatic and resourceful approach	Interview	Essential
18	Ability to identify own training needs and to respond positively to all opportunity for continuous professional development	Application & Interview	Essential
19	A commitment to Equal Opportunities and the philosophy of Creative Support	Application & Interview	Essential
20	A willingness to be flexible and to travel to Creative Support sites across the country according to the needs of the agency	Application & Interview	Essential

## TERMS AND CONDITIONS – Customer Experience Coordinator

Stockport Town Centre, Head Office

<b>Salary:</b>	<b>Up to £30,764.48 per annum, dependent on experience and qualifications</b>	
	<b>Point One:</b>	£14.47per hour / £28, 225.26per annum
	<b>Point Two:</b>	£14.90 per hour / £29,059.42 per annum
	<b>Point Three:</b>	£15.34 per hour / £229,915.05 per annum
	<b>Point Four:</b>	£15.78 per hour / £30,764.48per annum
<b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

### Hours of Work:

37.5 hours per week including weekends and public holidays according to the needs of the service. There is a need to travel extensively across the country. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users.

### Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 30 hours per week.

### Holidays:

25 days plus 8 statutory days for each year of service pro rata

### Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday

### Birthday Holiday Bonus:

You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

### Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

### Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

### Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

### **Duty Desk at Head Office**

You will be expected to take a role in the out of hour's duty desk at head office. This will be on a rota set well in advance shifts are 07:45-14:00 or 13:45-20:00 on Saturday, Sunday and Bank holidays. Paid at preferable rates or toil can be taken at time and half.

### **Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support pays for the first three working days of any sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

### **Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

### **Discretionary Benefits:**

- Creative Support offers discretionary benefits in addition to statutory benefits. These include:
- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

### **Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

### **Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

### **Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

### **Payroll Giving:**

Cover Letter Page 8 of 9			
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Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

**We Care Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website. Long service: Awarded in the December following your 10-, 15-, 20- and 25-year anniversary of your continuous service date with the organisation

**Retirement Awards:**

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The number of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of an employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.