

## Role Description

<b>Role Title:</b> Complaints and Reputation Officer	<b>Pay Grade:</b> GBP 18,354 – GBP 20,055
<b>Normal Place of Work:</b> To be confirmed on appointment	<b>Line Manager:</b> Head of Quality Classroom based Learning
<b>Normal Working Hours:</b> 37 per week	<b>Responsible For:</b> N/A

### ROLE PURPOSE

- To provide advice and guidance on the Complaints Procedure to staff and customers as required. To effectively provide the first point of contact for all formal complaints into the College; received by telephone, email or any other means, ensuring that each complaint is efficiently processed to the point of closure.
- To allocate cases to managers, tracking progress in a timely manner and reporting variances and emerging issues promptly.
- Provide advice and guidance on the Student Disciplinary policy to staff and customers as required and oversee student disciplinary referrals according to the procedure to ensure compliance with the Student Disciplinary Policy.
- Demonstrate the integrity of the student disciplinary process and promote a positive image of the process by providing timely communication with students, appropriate staff and relevant third parties for each referral, and that each case is efficiently processed to the point of closure.
- Ensure that student records are accurately kept in line with Data Protection legislation.
- Protect the reputation of the College by providing excellent customer service, effectively liaising with relevant departments, partner organisations and third parties, creating a positive end to end experience.
- Collect and keep records of positive feedback and disseminate amongst appropriate colleagues.

### PRINCIPAL ACCOUNTABILITIES

1. To ensure effective and efficient recording and reporting of complaints, preparing information for the Strategic Leadership Team and Governors and other relevant professionals, subject to data protection and areas of confidentiality.
2. To work closely with Human Resources (HR) with regard to cases that cross over between complaints and HR investigations.
3. Prepare appropriate communications to send out to complainants e.g. students, parents, employers, and others. Work closely with the Marketing and Communications team to assist with promoting and maintaining the College's reputation, under the guidance of the Director of Marketing, Communications and Customer Services.
4. Liaise with Learning/Training Leaders and other senior staff to check the progress of each complaint, ensuring each case is brought to closure in a timely matter.
5. Work closely with the Corporate Services Manager, referring any complaints which have the potential to lead to legal action; or complaints that have subsequently led to 'subject access' requests.
6. To implement the College's Student Disciplinary Policy and Procedure, ensuring that all deadlines are met and appropriate information is communicated to relevant parties.
7. Track and monitor all Level 2 and Level 3 disciplinary cases ensuring compliance with the Student Disciplinary policy and provide administrative support.
8. Prepare and maintain student files, while communicating with each student on the status of their case or complaint.
9. Liaise with partner organisations, employers and third parties; attend meetings as required.

10. Liaise with Safeguarding, Welfare and College support teams as necessary.
11. To ensure effective and efficient recording of all reported incidents of bullying.
12. To ensure effective and efficient recording of all compliments and work closely with the Marketing and Communications team to use these for promoting and maintaining the College's reputation.
13. Assist with police matters as required, ensuring appropriate policies and procedures are followed at all times.
14. Assist managers with other linked processes or investigations, either internally or in accordance with partner institutions or awarding organisations; attend meetings, take notes and prepare formal correspondence as required.
15. Be responsible for health and safety issues within your area of the service. In particular to ensure that, where appropriate, risk assessments and inspections are carried out/reviewed and that, if required, safe systems of work are put in place.
16. Meet personal performance targets
17. Reflect critically on own work, discussing annually at your appraisal how your performance can be improved and where appropriate agree what actions can be taken for further improvement
18. Work collaboratively and effectively with the relevant staff to ensure that all cross-College processes and procedures including financial procedures are consistently applied, and carried out in a timely fashion
19. Attend training events which relate to your role as Complaints and Reputation Officer
20. Embed Equality and Diversity practices and principles, promoting and celebrating diversity, and tackling inequalities where they arise
21. Actively promote the College both internally and externally
22. Work innovatively and creatively to achieve objectives and deliver an outstanding quality customer service.
23. Work towards and support the College's vision and the objectives.
24. Ensure personal conduct complies with the requirements of the financial regulations and strive to ensure that the college receives best value in all activities.
25. Promote and safeguard the welfare of children, young persons and other vulnerable people for whom you are responsible and whom you come into contact with.
26. Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
27. Reflect critically on own professional practice and discuss annually, at performance review, how performance can be improved and where appropriate agree what actions can be taken for further improvement.
28. Undertake such other duties as may reasonably be required commensurate with the general level of responsibility, at the normal place of work or at any another College location.

## Key Relationships

All posts within the College require a high degree of team working. In particular, the postholder will need to develop and maintain key relationships, including:

<ul style="list-style-type: none"> <li>Head/s Quality Managers</li> </ul>	To provide information and advice on the complaints process. To provide data on the monitoring of the complaints and discipline procedures
<ul style="list-style-type: none"> <li>Heads of Department</li> </ul>	To provide admin support, information and advice on the discipline and complaints processes.
<ul style="list-style-type: none"> <li>students</li> </ul>	To communication with students involved in discipline or complaints processes

## Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy and decision making
- To actively promote and act, at all times, in accordance with College policies, including, but not limited to: Health and Safety, Equal Opportunities, Prevent and Safeguarding, the Staff Code of Conduct and the College's Financial Regulations
- To actively promote and adhere to agreed College values
- To engage in implementing changes, promoting innovation
- To participate in the College Annual Appraisal Process, contributing to a culture of self-reflection on practice and continuous professional development
- To facilitate the achievement of the College's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level of post

## Values

To role model the College values of: integrity, respect, ambition and pride

## Behaviours

To role model and consistently exhibit: student focus; high expectations and aspirations for all; focused on progression and employment; pride in what we do and our place in the city; collaborative and continually improving.

## Person Specification

	Essential	Desirable	How assessed*
<b>QUALIFICATIONS</b>			
5 GCSEs including Maths and English at grade c or above, or equivalent or NVQ3 in Business Administration.	✓		AF/Cert
Willing to work towards an ITQ 2 qualification.	✓		AF/Cert
ITQ level 2 or equivalent.		✓	AF/Cert
NVQ4 in Business Administration or equivalent.		✓	AF/Cert
<b>KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)</b>			
Demonstrate success in working in industrial, commercial, educational or public sector experience relevant to the post.	✓		AF/IV
Experience of setting up administrative systems and procedures and maintaining confidential and records in a busy office environment.	✓		AF/IV
Experience of working in a busy administrative role.	✓		AF/IV
Experience of working with a range of office software, including word-processing, advanced knowledge of spreadsheets and databases and email in a busy office.	✓		AF/IV
Understand and follow policies and procedures.	✓		AF/IV
Experience of working within a telephony environment.		✓	AF/IV
Experience of using Student Record systems eg ProSolution, ProMonitor etc.		✓	AF/IV
Experience of handling customer complaints, noting all relevant points and maintaining professional courtesy.		✓	AF/IV
Experience of working in an FE or similar environment.		✓	AF/IV
Experience of setting up formal meetings and taking minutes.		✓	AF/IV
Knowledge of the FE sector and/or its funding.		✓	AF/IV
Experience of implementing new procedures within an organisation.		✓	AF/IV
Knowledge of consumer rights.		✓	AF/IV
Knowledge of Data Protection, Safeguarding and Prevent.		✓	AF/IV
<b>SKILLS AND ABILITIES</b>			
The ability to record and maintain data and produce detailed reports. Experience of working with Formulas within Excel.	✓		AF/IV
Effective progress chasing and ability to meet deadlines.	✓		AF/IV
Good organisational skills.	✓		AF/IV
Excellent verbal and written communication skills.	✓		AF/IV
Good inter-personal skills, clear and positive telephone manner with strong customer focus.	✓		AF/IV

Experience of working as part of a team, but also able to act upon own initiative and to respond positively and creatively to situations under pressure.	✓		AF/IV
Adaptable and willing to show flexibility in changing situations or working with new practices.	✓		AF/IV
Commitment to the promotion of equality of opportunity and the celebration of diversity	✓		AF/IV
Evidence of delivering a first class service to a diverse range of customers from initial point of contact through to resolution.	✓		AF/IV
Experience of diary management.		✓	AF/IV
Experience of producing formal written letters and communications.		✓	AF/IV
Ability to handle sensitive personal information confidentially and sharing it with appropriate individuals.		✓	AF/IV
Able to work flexible hours and occasional work evening and weekends, when required	✓		IV

**\*Assessment method:**

AF = Assessed via application form

AT = Assessed via test/work-related task

IV =

Cert =

Assessed via interview

Certificate checked at interview

**Signed** .....

**Date** .....