|  |  |
| --- | --- |
| **Job Title:** | **Compliments and Complaints Administrator** |
| **Responsible To:** | **Care Support and Complaints Manager** |
| **Accountable To:** | **Shared Services – The Hub Manager** |
| **Working Pattern:** | **Full time Monday- Friday 8:30-5:00 1 hour lunch 37.5 Hours a week** |

**Care UK’s Values:**

* Caring
* Passionate
* Teamwork

**Job Summary**

The Compliments and Complaints team is a crucial part of the Shared Services Hub Team, who provides support to both relatives and third parties, and our care home colleagues. They are responsible for facilitating the complaints process and ensuring Care UK adheres to its complaints policy. The team is first point of contact for relatives and third parties making a complaint, therefore maintaining professionalism, showing empathy and understanding as well as managing expectations is key in the role. Support is also provided to the Operations teams within Care UK, to help identify areas of improvement and to ensure Care UK is providing the best possible service.

**Key Role Responsibilities:**

The Compliments and Complaints Administrator will provide a professional, empathetic and understanding service to key customers. They will have the ability manage expectations whilst handling a sensitive situation. They are responsible for facilitating a complaint through the complaints process, by liaising with the complainant and the complaint investigator. They will ensure that Care UK adheres to its complaints policy, by communicating regularly, setting reminders for deadlines and offering support where possible. The Compliments and Complaints Administrator will log all complaints and compliments accurately and in a timely manner and support the Care Support and Complaints Manager with weekly and monthly reporting. The Compliments and Complaints Administrator will also provide support with proof-reading responses, ensuring all key points are answered and formatting letters. They will also be required to support with creating a response letter based on an investigation report completed by the complaints investigator.

**Key Accountabilities:**

* Strong verbal and written communication skills
* For showing empathy and understanding on every call, email, intranet response and having the ability to put themselves in the ‘customers shoes’
* Delivering excellent customer service
* For adhering to agreed Service Level Agreements and Key Performance Indicators
* For building great relationships internally
* Showing initiative and drive
* Excellent call handling skills
* Ability to use multiple systems simultaneously
* Ability to adapt to suit the audience
* Accurate with a high attention to detail
* A team player
* Maintains confidentiality and adheres to Data Protection guidelines

**Customer Care**

* The operational teams, our residents and all visitors to our care homes are our customers. Therefore, every person working in the Helpdesk team is a key component in the package of services that is provided to the care homes. Our service will be delivered in a timely fashion with a can-do attitude to ensure that residents live in an environment that is safe, clean, welcoming and above all is reflective of the quality care that underpins Care UK’s business.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

|  |
| --- |
| **Name of postholder** |
| **Signature** |
| **Date** |