Job Description

Job Title	Planning Customer Feedback Officer
Directorate	City Development
Service Area	Planning and Building Control
Grade	7
Competency Level	1
Salary	£42,123 to £47,665
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	None Required
Job Evaluation Ref No	A10577

Job Purpose

To support the day-to-day management and administration of Planning and Building Control Service Complaints and Customer Service, including the administration of the Have Your Say customer feedback scheme, planning and building control complaints and FOIs, contacts with the Local Government Ombudsman, including administrative support for the iCasework case management system

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Directly Responsible For:

There are no direct reports, however the role holder is expected to support the training and development of other team members.

Directly Responsible To:

Office Manager

Main Areas of Responsibility:

The role is typically reactive and working within clearly established service and professional guidelines. The role holder will need to apply judgment and analysis to identify alternative solutions to a variety of routine situations. They will need to be proficient in delivering all routine aspects of the job but will be increasingly involved in non-routine work, such as supporting less experienced staff or taking part in project work with more senior members of staff. Communication skills are important as role holders will be interacting with internal and external customers regularly.

- Select appropriate procedures to independently carry out tasks, some of which may be complex or technical (e.g. assessments, analyses) to produce the required output (e.g. identification of customer need, implementation, resolution, or routine service processes)
- Undertake specialised support activities to assist professional colleagues in dealing with customer feedback and delivering services
- Collate and analyse data from a variety of sources and interpret findings for review by more senior colleagues. May include producing ad hoc reports or project work
- Provide information, advice, and guidance to customers by interpreting established procedures, using professional experience and by applying best practice within the field

- Provide on the job training, mentoring and guidance to less experienced members of staff to ensure they are able to develop the necessary skills to deliver in their role
- Regularly communicate with internal and external customers to share information, build working relationship and to ensure joined up service provision
- Suggest improvements to current working methods to contribute to improvements in service delivery
- Processing of correspondence, with an emphasis on complaints and FOI requests received by the Planning and Building Control Service from Councillors, Members of Parliament, and members of the public and for correspondence to the Political Leader of the Council dealt with under the Have Your Say scheme
- Practical application of the policies and procedures for dealing with unreasonable people and people who behave unacceptably
- Processing of requests made under the Freedom of Information Act (2000) and the Data Protection Act (2018) to the City Development Directorate.
- Administration support for iCasework users and working with the supplier to resolve issues
- Processing financial orders
- Processing of non-financial whistleblowing referrals across the service and ensuring that all referrals are investigated robustly in line with internal audit recommendations
- Support and promote a culture of continual professional development of all staff at each level

Supervision and Management Responsibility:

- This role has no line management responsibility; however, the role holder is expected to support team colleagues and their workload

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and siting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

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- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A professional and/or academic level 4 qualification or equivalent in a relevant subject OR significant experience in a similar role (A)

Desirable

- Recognised project management qualification or significant vocational experience in managing and delivering projects within an organisation
- Recognised qualification or significant experience in ICT service delivery and/or application management

Experience

Essential

- Significant experience of dealing with complaints made through a corporate complaints process or feedback scheme (A/I)
- Significant experience of working on own initiative and taking personal accountability in decision making (A/I)
- Significant experience of monitoring performance and taking appropriate action to ensure compliance with service standards and performance targets (A/I)

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Desirable

- Good understanding and working knowledge of the Freedom of Information Act (2000) and the Data Protection Act (2018)
- Experience in dealing with challenging and/or difficult customers
- Experience of working independently with relevant specialised systems and IT software
- Understanding of Liverpool City Council's Whistleblowing procedure

Skills/Abilities

Essential

- Strong communications skills with the ability to communicate effectively and appropriately with a variety of internal and external customers, with the ability to influence others based on professional expertise (A/I)
- Detailed knowledge of own service area and relevant working processes, systems, and IT software, plus an awareness of council policies and services related to the role (A/I)
- Ability to build and maintain effective networks and relationships (A/I)

Desirable

- Analytical skills and problem-solving capability
- Ability to informally train and mentor less experienced staff

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Commitment

Essential

- Ability to gain commitment from key internal and external stakeholders in relation to complaints and other customer feedback (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

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