

Cumbria Office of the Police, Fire and Crime Commissioner

HAY JOB PROFILE

Job Title: Temporary Complaint Resolution Case Handler (12 months Contract)
Salary Scale: Scale 5 (£30,333 to £32,613)
Department: Office of the Police, Fire and Crime Commissioner
Reports To: Chief Executive
Location: OPFCC Offices, Police Headquarters, Carleton Hall, Penrith

All employees must ensure compliance with the Cumbria Constabulary Health and Safety Policy, and all other relevant statutory Health and Safety Legislation.
This job profile has been written primarily for evaluation purposes and may not detail some less major duties allocated to the postholder, nor cover duties of a similar nature, commensurate with the grade, which may from time to time be reasonably required by the relevant manager.

This is a politically restricted post and reference should be made to the Office of the Police, Fire and Crime Commissioner's politically restricted post policy.

1. JOB PURPOSE

- 1.1 The post holder will be responsible for assessing and resolving where possible, complaints against Cumbria Constabulary in line with the Independent Office of Police Conduct's (IOPC) Statutory Guidance and appropriate legislation.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1. To be the initial point of contact for public complaints received through a variety of methods, such as online complaint forms, telephone calls etc.
- 2.2. Explore fully the complaint with the complainant and agree an action plan to address their concerns. Ensure the remit of the police complaints system is explained to them and manage expectations by discussing suitable options and likely outcomes.
- 2.3. Identify the best method of communication with the complainant and consideration to be given for any reasonable adjustments that may be required, such as braille or an interpreter etc.
- 2.4. Accurate recording of the complaint onto a bespoke database, having identified and selected allegation options in accordance with IOPC categories.
- 2.5. Carry out agreed action plan by reviewing the relevant police systems, liaising with the constabulary and updating the database with all actions and correspondence.
- 2.6. Prepare detailed and tailored responses in a clear balanced manner addressing all points initially raised providing a suitable outcome.
- 2.7. Where the complainant remains dissatisfied after initial handling, the referral process to the formal recording stage at Professional Standards Department (PSD).

- 2.8. All complaint handlers are to adhere to Data Protection legislation and GDPR requirements.
- 2.9. Complaint handlers are to identify any opportunities for service improvement or training needs in order to contribute to the reduction in complaints received by the force.
- 2.10. This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post.

3. DIMENSIONS

- 3.1 The post holder will need to support the development of good customer service culture within their team.
- 3.2 The post is full-time and operates largely within office hours but there is an occasional requirement to attend meetings/conferences with an overnight stay.
- 3.3 Travel within and outside the county will be required.

4. KEY FEATURES

4.1 Framework and Boundaries

The post holder has a responsibility to assist in the identification of organisational learning to Cumbria Constabulary.

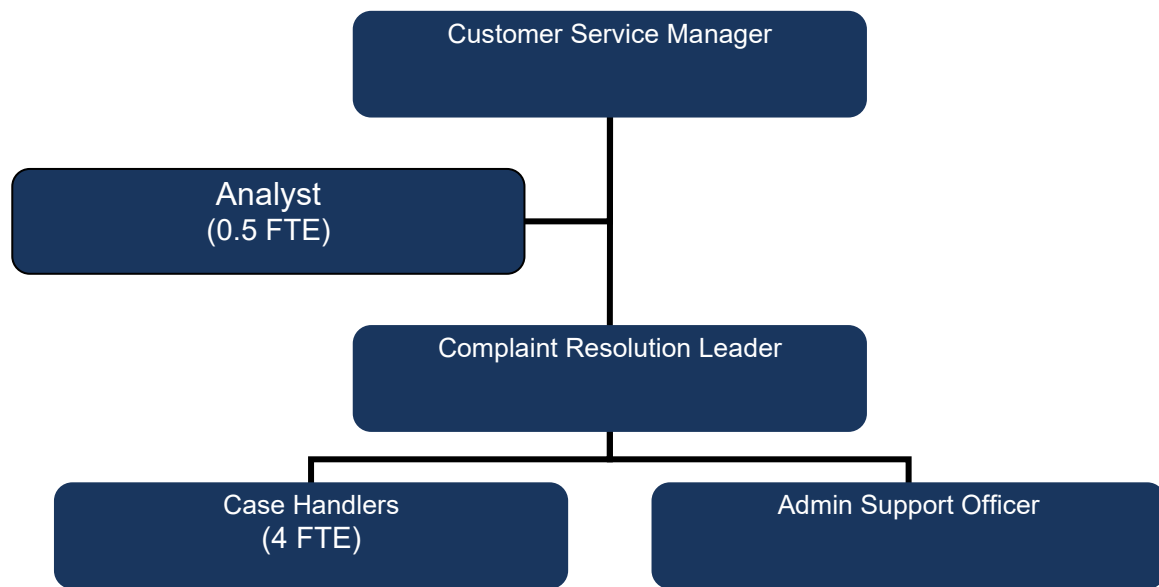
4.2 Important Working Relationships

- The Police, Fire and Crime Commissioner (and Deputy Commissioner, if appointed)
- OPFCC Chief Executive, Chief Finance Officer, Head of Estates, Head of Legal
- All other OPFCC Staff
- Members of the Constabulary at all levels – Chief Officers, police officers and police staff
- Cumbria Constabulary's Professional Standards Department
- Independent Office for Police Conduct (IOPC)

4.3 Major Challenges

- The post holder will be working within a changing cultural environment, encouraging change and lessons learnt from service user's experiences.

5. ORGANISATION CHART



Agreed by Post Holder: _____ Date: _____

Line Manager: _____ Date: _____

OFFICE OF THE POLICE, FIRE AND CRIME COMMISSIONER

PERSON SPECIFICATION

Person Specification: (e) essential, (d) desirable

Post: Complaint Resolution Case Handler

Experience, Knowledge, Skills & Competences

- At least 3 years' proven experience working in a busy customer service improvement / complaints or public facing environment (e)
- Ability to remain calm and professional under pressure (e)
- Excellent communication skills, spoken and written (e)
- A team player willing to be flexible with a positive work ethic (e)
- Experience of the police complaints handling regime implemented February 2020 (d)
- Experience of managing workload independently (d).
- Emotionally intelligent with good interpersonal skills; the ability to communicate with tact and diplomacy; demonstrable influencing/negotiation skills. (d)
- Serves the public; promotes a real belief in public service, focusing on what matters to the public and will best serve their interests. (e)
- Acts with professionalism and integrity; Acts with integrity, in line with the values, ethical standards and codes of corporate governance (e)
- An ability to demonstrate personal commitment to equality and diversity. (e)

Education & Training

- 5 GCSE's or equivalent including English and Maths (grade C or above) and demonstrable competence in written English (e)
- Competent keyboard skills (e)
- Competent user of Microsoft Office Products, inc. TEAMS, Word, Excel, PowerPoint and Outlook (e)
- Competent user of a customer service case management system (d)

Circumstances

- Flexibility in working and undertaking additional roles as and when required with the ability to be flexible in working hours.
- Ability to undertake training, attend meetings around the County and travel outside the County as required.