



Your job

Job Title: Customer Relations Officer

Service: Adult Services

Grade: 7

Reporting to: Customer Relations Manager

You will play a key role in supporting the Council to deliver an effective and responsive complaints service to residents, their families and representatives across the borough.

This role focuses specifically on Adult Services, and you will have a good understanding of the current offer to adults and the arising issues, particularly with regard to Social Care. You will liaise with complainants, Social Care staff at all levels and across all areas, and partner agencies within the Health Authority and the provider sector to ensure complaints are investigated and responded to appropriately and in a timely manner.

You will have an understanding of the legislation and guidance relating to complaints against Adult Social Care and Health and will work alongside the Customer Relations Manager to deliver training to Social Care staff on investigating and responding to complaints and will provide ongoing advice, guidance and support to ensure positive customer care.

As a key member of the Wigan Safeguarding Adults Boards Business Unit, you will play a key part in embedding asset-based approaches and outcomes regarding compliments and complaints. This will involve working with service users / client groups to check, shape and develop service responses to complaints.

Wigan Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all employees, workers and volunteers to share this commitment. Safeguarding is everyone's responsibility.

As part of this commitment, Wigan Council operates robust Safer Recruitment procedures. All appointments are made in accordance with relevant legislation, statutory guidance and safeguarding best practice. This will include obtaining and verifying references, verifying qualifications, employment history, conducting right to work checks, and undertaking Disclosure and Barring Service (DBS) checks where appropriate for the role.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Work closely with the Customer Relations Team to build on strong existing foundations and help further develop a proactive, responsive and customer-focused service.
- Complete a range of training and development opportunities to enhance your skills, knowledge and career progression within Adult Social Care and Health

On an ongoing basis you will:

- Support Adult Social Care and Health to meet its statutory responsibilities in relation to complaints and customer feedback.
- Provide professional advice and guidance to people who wish to raise concerns, ensuring they feel listened to, supported and valued throughout the process.
- Champion a culture of learning by promoting positive feedback, celebrating good practice and identifying opportunities for service improvement.

- Work collaboratively with customers, families and managers to achieve early resolution wherever possible, helping to improve customer experience and satisfaction.
- Build positive relationships with colleagues, partners and external agencies to coordinate investigations and responses to joint complaints.
- Produce clear and accurate complaint documentation, working with customers to understand their concerns and desired outcomes.
- Support managers and investigating officers to effectively manage, investigate and respond to complaints.
- Draft responses to complaints and provide quality assurance support for complaint responses.
- Investigate and prepare responses to enquiries from elected members and Members of Parliament.
- Ensure complaints are managed in line with relevant legislation, policies and agreed timescales.
- Maintain regular and effective communication with customers and colleagues throughout the complaints process.
- Assist the Customer Relations Manager in delivering training and promoting best practice across the service.
- Attend team meetings to share trends, learning and opportunities arising from customer feedback.
- Play an active role in supporting the work of the Safeguarding Adults Board, championing a culture of continuous learning and improvement. By sharing themes and learning from customer feedback, complaints and Safeguarding Adult Reviews (SARs), you will help influence positive change and contribute to safer, higher-quality services for adults across Wigan.

- Contribute to the production of quarterly newsletters, highlighting compliments, learning, service improvements and success stories.
- Handle information responsibly, maintaining compliance with GDPR and information governance requirements at all times.

In this job you will need:

You'll thrive in this role if you:

- Are passionate about listening to people and using their feedback to improve services.
- Enjoy building positive relationships and working collaboratively with a wide range of stakeholders.
- Are committed to learning, continuous improvement and achieving the best possible outcomes for customers.
- Can balance empathy with professionalism and approach challenges with confidence and resilience.

You must be able to demonstrate the following essential requirements:

- A strong understanding of Adult Social Care services and the challenges and opportunities within the sector.
- Knowledge of complaints legislation and guidance relating to Adult Social Care and Health, or the ability to develop this knowledge quickly.
- Experience of working in a complaints, customer relations or customer care environment where achieving positive outcomes is a priority.
- Confidence in supporting people through difficult situations, demonstrating empathy, professionalism and a customer-focused approach.
- Excellent verbal and written communication skills, with the ability to adapt your style to a wide range of audiences.
- The ability to remain calm, balanced and solution-focused when managing challenging conversations and resolving concerns.
- Resilience and emotional intelligence when dealing with sensitive and sometimes distressing situations.

- Strong analytical skills, with the ability to review complex information from multiple sources and produce clear, concise and well-reasoned reports and responses.
- An eye for detail and the ability to quality assure complaint responses, ensuring concerns have been fully addressed and desired outcomes considered.
- Sound judgement and problem-solving skills, enabling you to assess risk, identify the most appropriate course of action and work collaboratively to achieve resolution.
- The confidence to build effective working relationships with colleagues at all levels, as well as elected members, MPs and partner organisations.
- Excellent organisational skills, with the ability to manage a varied workload, meet statutory timescales and support others to achieve key deadlines.
- A flexible and adaptable approach, with the ability to prioritise competing demands in a fast-paced environment.
- The ability to perform well under pressure while maintaining high standards of professionalism, accuracy and customer care.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”