

JOB OUTLINE	
JOB TITLE: Customer Feedback and Information Officer	JET CODE: 7248
SERVICE: Licensing, Administration and Democratic Services – Council Support	
DIVISION: Council Resources	
REPORTING TO: Team Leader – Customer Feedback	
RESPONSIBLE FOR: None	
JOB PURPOSE: Contribute on a day-to-day basis to East Lothian Council's Customer Feedback and Freedom of Information handling service ensuring best practice is maintained throughout the Council and that any statutory responsibilities are met. Provide responsive and efficient Customer Feedback, Freedom of Information/Environmental Information Regulations (FOI/EIR) and Subject Access Request (SAR) handling for all services within East Lothian Council and maintain accurate records and systems.	
MAIN DUTIES: • Acknowledge, log and respond to enquiries received in relation to FOI/EIR requests, SAR's and complaints from various customer channels e.g. telephone, electronic inbox. • Compile and maintain accurate and up to date databases, records and statistics in connection with customer complaints and FOI/EIR requests. • Collate accurate statistical information to support the reporting requirements of the team and draft related reports. • Liaise with customers as required to progress and respond to FOI/EIR and Customer Feedback requests. <u>Customer Feedback</u> • Take a lead role in co-ordinating complaint investigations with service areas and investigating multi-service and/or complex complaints. • Gather, review and analyse evidence from complaint investigations to prepare draft responses on behalf of relevant Head of Service. • Identify trends in complaints with a view to suggesting opportunities to improve services.	

- Respond to formal enquiries from the Scottish Public Service Ombudsman (SPSO) on behalf of the Council in collaboration with the relevant Head of Service and Team Leader - Customer Feedback.

FOI/EIR

- Provide service areas with guidance and support on whether information, held by the local authority, can be disclosed by interpreting exemption criteria together with evidence provided by service areas.
- Provide advice and assistance to members of the public and service departments in relation to FOI/EIR and Subject Access requests in terms of the Council's duties under the Acts.
- Identify trends in FOI requests and establish whether any requested information could be made more readily available to reduce future contact.
- Regularly update webpages to ensure the Council complies with legislative responsibilities i.e. publication scheme.
- Compose legally compliant responses to FOI/EIR requests.
- Respond to formal enquiries from the Scottish Information Commissioner (SIC) on behalf of the Council in collaboration with relevant service area and Team Leader - Customer Feedback.

General

- Develop and disseminate FOI/EIR and complaint handling processes to staff across the Council including developing e-learning and drafting on-line and written literature to ensure Council compliance in relation to legislation and/or Council practices.
- Keep up-to-date with legislative changes in relation to FOI/EIR/complaint handling in the public sector and support work with partner agencies e.g. the NHS to amend and align complaints processes where relevant and necessary.
- Maintain the best possible levels of professional practice in customer service and complaint and information handling, in line with agreed service standards.
- Promote the Council's vision and values and a corporate culture that is positive, customer focused and supports employee engagement to the highest standards.
- Ensure compliance with the Council's retention policies.
- Any other appropriate duties, as requested by Management, commensurate with the grade of the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to HND or SVQ Level 4 in Business Administration or other relevant discipline **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

- None.

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Educated to HND or SVQ Level 4 in Business Administration or other relevant discipline and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience Evidence of commitment to Continual Professional Development This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.	Freedom of Information training Environmental Information Regulations training Complaint handling training Complaint investigation training
Previous Experience (Paid & Voluntary Work)	Experience of complaint handling Experience of handling information requests through FOI(S) Act 2002, Environmental Information Regulations 2004 Experience of applying legislation and making assessments on whether information can be released Experience of investigating and forming quality responses	Experience of developing processes or procedures to improve team/individual performance Experience of handling information requests through FOI(S) Act 2002, Environmental Information Regulations 2004 within a local authority
Knowledge / Skills / Competencies	Ability to produce written responses, which are well structured, accurate and of a high standard	

	Excellent IT skills – including use of Microsoft office, CRM, back office systems Excellent organisational skills and ability to multi task	
Personal Qualities	Ability to communicate and work closely with a diverse range of stakeholders including the public, press, council staff Ability to work on own initiative Ability to prioritise work and work to targets and deadlines Person Centred Ability to deal with confidential information with tact and diplomacy	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	