

Job title	Customer Service & Complaints Manager
Reports to	Head of Public Interface
Department or team	External Relations (Public Interface)
Date created	16/12/09
Ref No.	IRC44517
Grade/band	Level 3 – HEO (£26,745 pa)
Location	Newcastle
Purpose of this job	To develop and manage customer complaints systems and procedures

Key Accountabilities

- Develop and manage the complaints and enquiries process,
- Develop appropriate policies to ensure all staff are aware of the MMO customer service principles and complaints process
- Develop and maintain databases to provide management information and identify efficiencies
- Ensure the MMO is in compliance with legislation concerning FoI and data protection
- Monitor customer service performance and instigating more efficient ways of working.
- Contribute to staff induction and training to ensure customer service behaviours are seen as a key part of MMO operations

Stakeholder management, communication and working relationships

Internal and external stakeholders
<ul style="list-style-type: none"> • All staff <p>External</p> <ul style="list-style-type: none"> • Defra

Person Specification

Essential criteria for this role:

- Well organised
- Detail conscious
- Excellent inter personal & Customer service skills
- Microsoft office skills
- Managing and maintaining databases
- Experience in developing efficient and effective customer service policies and procedures

Desirable criteria for this role

- Experience in managing complex customer relations
- Experience of managing a customer complaints process
- Understanding of government bodies and stakeholder environment
- Understanding of FoI and Data Protection requirements

Core competencies

- Leading and influencing
- Making effective decisions
- Making things happen
- Navigating Change
- Collaboration

Role Specific Competencies

- Developing high performance
- Thinking with vision
- Delivering in partnership
- Delivering value for money

