

Job Description: Senior Enquiry Officer

BACKGROUND

The Ombudsman Service Ltd is a private limited company which operates on a not-for-profit basis. We opened for business on 1 January 2003 with Otelco, the Office of the Telecommunications Ombudsman. We followed the success of this Service by opening the Energy Supply Ombudsman on 1 July 2006 and the Surveyors Ombudsman Service on 1 June 2007. Each Service is funded by its industry members.

Our aim is to resolve complaints, raised against our members, when that member has been unable to do so. Our Council acts as a non-Executive Board to ensure that the independence of the Ombudsman is maintained.

Reporting to the Enquiry Manager, Senior Enquiry Officers are responsible for supervising a team of Enquiry Officers who handle complaints made by consumers to the Ombudsman.

ACCOUNTABILITIES/RESPONSIBILITIES

- 1) Work closely with the Enquiry Manager to manage and improve existing processes.
- 2) Ensure that the team provides a good quality service to both internal and external customers.
- 3) Ensure that the team processes all customer contacts effectively, capturing all relevant data, and responds appropriately in line with corporate procedures.
- 4) Develop effective working relationships with member contacts and stakeholders.
- 5) Assist and support the training of new staff to ensure that target performance measures are met on a consistent basis.
- 6) Take a proactive approach to operational performance and productivity improvement.
- 7) To take the role of Operations Manager for the Enquiry team on a rotational basis with other team members
- 8) Manage the flexi team on a real time basis
- 9) Provide the Enquiry Manager with timely, accurate and effective progress reports.
- 10) Supervise a team to ensure effective adherence to company policies and procedures.
- 11) Take responsibility for the implementation of working practices.
- 12) Use best endeavour to ensure that Key Performance Indicators criteria are achieved, for example;
 - answer at least 95% in 5 minutes and 80% in 2 minutes
 - average call time is no more than 16 minutes;
 - average time to reply to written enquiry is less than 60 minutes.
- 13) Review and plan appropriate training and personal development for Enquiry Officers.

- 14) Ensure that Enquiry Officers support and assist the needs of Investigation Officers. This includes identifying when it is appropriate for mediation to be used as a means to resolve a particular complaint.
- 15) Develop and maintain a thorough personal and cross team working knowledge of the industry sectors we cover.
- 16) Continuously evaluate processes, identifying and implementing improvements where appropriate.
- 17) Handle escalated calls when necessary
- 18) Manage participation in the operational rota, ensuring that the team remains flexible to meet business needs.

This job description has been prepared at a time when the Ombudsman service is being developed. It is therefore subject to review and possible amendment.

The above list of duties and responsibilities is not intended to be fully comprehensive and may be amended to take account of changing circumstances or requirements.

KNOWLEDGE & SKILLS

- A proven ability to manage and develop a team within a customer service environment
- The ability to comprehend complex issues and to extract the most important points
- The ability to take responsibility within a small, highly visible organisation where flexibility, adaptability and a 'can do' approach are essential
- Excellent written, oral and presentation skills
- Sound organisation skills and confidence to lead and manage projects
- An ability to develop, implement, review and amend procedures
- Good computer literacy (ECDL certificate preferred)
- Excellent interpersonal skills and the ability to build effective relationships at all levels both internally and externally
- The ability to remain calm under pressure
- An appreciation of the industry sectors we handle complaints about and/or of consumer relations in similar industries
- An appreciation of the role of Ombudsmen

COMPETENCIES

- High level of interpersonal skills, including written and verbal communication
 - Influencing others
 - Team worker
 - Building relationships
 - Identify solutions
 - Analytical approach
 - Commitment to excellent customer service
 - Flexibility
 - Initiative
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Ombudsman Services is an equal opportunity employer and is firmly committed to ensuring that all eligible job applicants are considered on the basis of merit irrespective of gender, colour or race, nationality or ethnic or national origin, age, disability, religion, marital status, sexuality, part time working, caring responsibility or political beliefs.