

Reports to:

Investigation Support Manager (ISM)

Job purpose:

As the initial part of the SLCC complaints process, working as part of a team, to effectively deal with queries about new and existing complaints, carry out initial checks and decisions on received complaint forms in line with the current legislation, SLCC's policies and procedures. Provide a high quality support service to internal and external service users.

Structure:

Part of the SLCC complaints process that is managed by the Investigation Management Team (IMT)."

Experience/Qualifications:

Demonstrable relevant experience of working in a client, regulatory or customer service environment in a front line customer-facing role. Proven track record of managing a portfolio of complaints or cases, dealing with a range of stakeholders as well as strong planning, multi tasking and organising skills. Ideally educated to degree level or equivalent.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
ROLE OVERVIEW	Effectively deal with queries about new and existing complaints, carry out initial checks and decisions on received complaint forms in line with the current legislation, SLCC's policies and procedures. Provide a high quality support service to internal and external service users.	<ul style="list-style-type: none"> - Dealing with queries by telephone, email and mail - Checking all complaint forms received and requesting any missing information - Making a prematurity decision on all complaints received - Preparing Notices for any decisions made at eligibility by members, Investigations Management Team or Case Investigators - Dealing with the administration of the Liaison Process with the Law Society of Scotland 	

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
PORTFOLIO MANAGEMENT	Handling enquiries and complaints in a consistent and fair way and in-line with legislation and SLCC policies and processes.	<ul style="list-style-type: none"> - Providing accurate information and advice on SLCC's jurisdiction, eligibility criteria and how to make a complaint. - Ensuring that enquiries and complaints are accurately recorded on the Case Management system - Efficiently managing expectations of parties by providing information on good practice, standards and how complaints are handled. - Preparing Notices to be sent to parties advising them of eligibility decisions. - Continually seeking to identify opportunities for early resolution at all stages of the process, obtaining agreement of all parties and recording any settlement. - Making decisions on whether complaints received are premature - Dealing with less complex legal complaints and assessing eligibility in line with SLCC legislation, policy and procedure 	
COMMUNICATION	Representing the SLCC in a confident and professional manner both internally and externally and at all times.	<ul style="list-style-type: none"> - Treating all service users with respect , recognising that they may be anxious and/or upset and seeking to manage this in a conciliatory fashion - Ensuring that verbal communications with service users are professional and constructive - Providing accurate information and advice to potential service users on the SLCC's role, jurisdiction, and the complaints process and eligibility criteria. - Effective use of email and the Case Management system - Dealing with all written, telephone and face to face enquiries and referring on as appropriate to other organisations or to colleagues within the SLCC. - Dealing with all queries fully and only referring to an SLCC colleague when necessary. 	

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
WORKING TOGETHER	Contributing to the effectiveness and success of the SLCC	<ul style="list-style-type: none"> - All CSOs working together to ensure all work completed accurately and timeously - Treating all colleagues of the SLCC with respect. - Working flexibly as part of the SLCC. - Working with, and building, strong working relationships with colleagues at all levels. - Working with ISM to meet operational commitments and targets. - Promoting equality of opportunity and diversity in all aspects of SLCC work. - Carrying out other tasks, commensurate with the role of Case Support Officer in order to deal with enquiries and help undertake the complaints handling remit of the SLCC. 	
DEVELOPMENT	<p>Managing own performance and developing and supporting the development of others.</p> <p>Acting as a supportive member of the SLCC Complaints process.</p> <p>Taking responsibility and ownership for own development.</p>	<ul style="list-style-type: none"> - Working with the ISM, agree and meet individual objectives and performance standards. - Participating in regular reviews as determined by the ISM. - Participating in the formal appraisal process which includes contributing to setting of own objectives and completing a Personal Development Plan (PDP). - Taking responsibility for personal and professional development, which includes identifying training needs and attending relevant training and development programmes. - Providing guidance, support and coaching to colleagues as appropriate. - Sharing knowledge, good practice and experience formally and informally. 	
QUALITY ASSURANCE	<p>Ensuring that all aspects of the work of the Case Support Officer meet the SLCC's quality standards.</p> <p>Providing a high quality of complaint handling service.</p>	<ul style="list-style-type: none"> - Ensuring accuracy and attention to detail in all work. - Ensuring that data on the Case Management system is accurate and kept up to date. - Identifying and promoting good practice and contributing to continuous improvement. - Providing accurate information on the SLCC's jurisdiction and how to make a complaint, eligibility criteria, the SLCC's policies and processes, both verbally and in writing. 	

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ADMINISTRATION	Ensuring all corresponding administrative work is accurate and completed timeously	<ul style="list-style-type: none"> - Ensuring administration and filing systems within the Enquiries Team are up to date, organised and understood by other members of the team. - Supporting the ISM to further develop administration solutions within with the Enquiries Team. - Accurately and timeously logging enquiries and complaints on the Case Management system. - Creating hard copy files of cases. - Ensuring the security/confidentiality of files by locking up cabinets each day on a rota basis. - Providing data and statistical information as requested by ISM. 	
WIDER PERSPECTIVE	Contribute to the achievement of the SLCC's strategic objectives and operational plan.	<ul style="list-style-type: none"> - Having an awareness of the SLCC's values, behaviours and operational objectives and understanding how individual performance can impact their achievement, using them to inform personal actions. - Assisting with ad-hoc initiatives and tasks identified by the SLCC and as agreed through the ISM. - Contributing to the achievement of the SLCC strategic objectives by achieving individual objectives. - Contributing to and adapting positively to change. - Contributing to the review and development of the SLCC's administrative and case handling policies and processes. 	