

Customer Relations Officer

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Company: AKTON Resourcing Ltd

Location: Southwark

Category: other-general

Customer Relations Officer

Southwark

£22/hr

Start date: ASAP

AKTON Recruitment is working closely with the local authorities and we are looking for a Customer Relations Officer in the Southwark area.

PURPOSE OF THE JOB

To provide high quality, effective and efficient support for the Chief Executive; in particular the management of resident inquiries and casework directed to the Chief Executive Office.

To triage and assign issues raised by residents to relevant departments, to follow up and feed back to residents and keep the Chief Executive up to date on both individual cases and the overall caseload.

To work in close contact with the Head of Chief Executive Office to ensure the smooth running of the office and supporting delivery of the Chief Executive's vision.

PRINCIPAL ACCOUNTABILITIES

1. To act as a resident-facing Customer Relations Officer on behalf of the Chief Executive, providing high-level professional support and assistance ensuring the Chief Executive

needs are effectively met and managed.

2. To receive and triage residents' correspondence, telephone enquiries and emails and provide timely responses. To manage a portfolio of casework, including logging cases on the Members' Enquiries system.

3. To liaise with all departments, council officers and other agencies to triage problems and provide responses to residents.

4. To ensure that cases are dealt with in a sensitive and confidential manner, adhering to GDPR principles at all times. To monitor and maintain the records for all Chief Executive casework.

5. To participate in activities which are appropriate to the role and to meet statutory and departmental requirements

6. To lead, implement and maintain administrative systems, including links to casework and complaints system to maximise the effectiveness of the Chief Executive Office. Logging all casework enquires / complaints received through the CEX Office and preparing regular updates and briefing notes for the Chief Executive on all complaints

Experience:

Experience of liaising with members of the public, residents and different groups / agencies in the wider community

Previous experience of handling casework, including immigration, housing, and the benefit system. Identify, establish and maintain appropriate liaison and contacts with other departments, council staff and relevant external agencies

Experience of managing a senior executive's diary, scheduling meetings, tracking actions and ability to demonstrate a high level of professionalism.

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