



## OPCC Resolution Team

Office of the Police & Crime Commissioner for Cleveland

### RESOLUTION TEAM ADVISOR

Scale 5/6 - £23,817 - £28,725

37 hours per week – flexible and agile (typically based across a mix of the Cleveland Police Headquarters, Hartlepool Police Station and home working)

Can you provide excellent customer service and help the public of Cleveland?

The Police and Crime Commissioner for Cleveland, Steve Turner, has taken on the fullest responsibility for handling of police complaints. He wishes to ensure that where possible, complaints are handled and resolved independently of the police, that our customers are properly understood and are dealt with effectively.

We currently have three vacancies for Resolution Team Advisers who will be responsible for delivering a range of first contact customer care services in relation to police complaints and community concerns issues, providing excellent and consistent customer service. The post holders will work closely with internal and external stakeholders to support effective service delivery, independently managing a caseload, collating information to inform decision making, assessing and referring or resolving cases as necessary within agreed parameters. The post holders will deal with sometimes complex and sensitive cases, identifying and referring vulnerability when relevant.

The main responsibilities of the role include:

- To deliver a range of first contact customer complaint and recognition services, positively representing Cleveland OPCC
- Working with Cleveland Police Department of Standards and Ethics (DSE) to support effective service delivery.
- To independently manage a caseload of Customer complaint cases, assessing, investigating and collating all the relevant information to inform decision making in line with the legislative framework and role remit.
- To maintain and develop effective working relationships with key stakeholders and external bodies.



*The Police & Crime Commissioner for Cleveland is an accredited Living Wage Employer with the Living Wage Foundation.*

- To support internal and external customers to continue to develop Cleveland Police service quality standards through feedback, briefings and training on police complaints and community concern issues.

Our ideal candidates will have significant experience of delivering excellent customer service in a high demand, front line environment through a variety of channels, including online contacts, telephone, letters, or in person visits. You will be able to pay attention to detail and the ability to deal with complex and sensitive matters confidently, appropriately and accurately. You will have proven empathetic and interpersonal skills and be used to dealing with a varied customer base, able to provide calm, professional advice, even in challenging situations. You will evidence ability to successfully manage a caseload working to tight deadlines in a highly organised and efficient manner. Ideally you will have experience of dealing with complaints and community concerns within policing, or the public sector or a comparable organisation.

If you are interested in applying for this vacancy please follow the link, and submit your CV along with a covering letter which details how you meet these four essential criteria:

- Knowledge of handling and resolving complaints, and acting with integrity
- Experience of delivering end-to-end excellent customer service to a range of different customers in a dynamic environment
- Good written and record keeping skills that will support production of official communications, such as letters, reports or briefings
- Good personal organisation skills that support working autonomously, seeking supervision and best practice where needed, prioritising urgent matters and making effective decisions.

If you would like to discuss the posts in more detail please contact Elise Pout, Standards and Scrutiny Manager on 01642 301263.

Applications should be submitted no later than 28<sup>th</sup> September 2021 to [pcc@cleveland.police.uk](mailto:pcc@cleveland.police.uk)