

CCW

The voice for water consumers
Y corff sy'n rhoi llais i ddefnyddwyr dŵr



Information for applicants

Senior Customer Caseworker Cardiff

Temporary for up to 2 years with the possibility of permanency

The following pages are intended to give candidates some general information.

Issued by: Human Resources September 2020

Please return your completed application by **17 September 2020** to:

recruitment@ccwater.org.uk

Interview date:

8 October 2020



The voice for water consumers
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About us

CCW supports thousands of customers with complaints they have been unable to resolve directly with their water company.

In addition, we carry out research on a wide range of water issues and publish our findings to influence the future direction of the industry in a way that benefits consumers. Our regional committees in England, committee in Wales and team of Local Consumer Advocates represent consumer interests to a wide range of stakeholders, including Government, regulators and water companies.

Our history

- A non-departmental public body (NDPB) in England and a statutory body in Wales, sponsored by Defra and Welsh Government respectively.
- Established on 1 October 2005 under the Water Industry Act 1991 as amended by the Water Act 2003, to represent consumers of water and sewerage services in England and Wales.
- Replaced the WaterVoice committees, which were part of the industry economic regulator, Ofwat, to become an independent statutory consumer body.

Our vision and values

As we look ahead to 2020-23, we have a clear vision of what we aim to achieve on behalf of water consumers in England and Wales. This mission is supported by strategic ambitions and delivered through a series of key campaigns.

In addition, colleagues across CCW embrace a set of corporate values that embody the way we do business. Through our focus on personal development, diversity and inclusion, we want to make sure that CCW is a fun, energetic place to work where every colleague feels that their individual contribution is making a difference.

Our mission

Securing a safe, reliable service and a fair deal for water consumers

Strategic ambitions

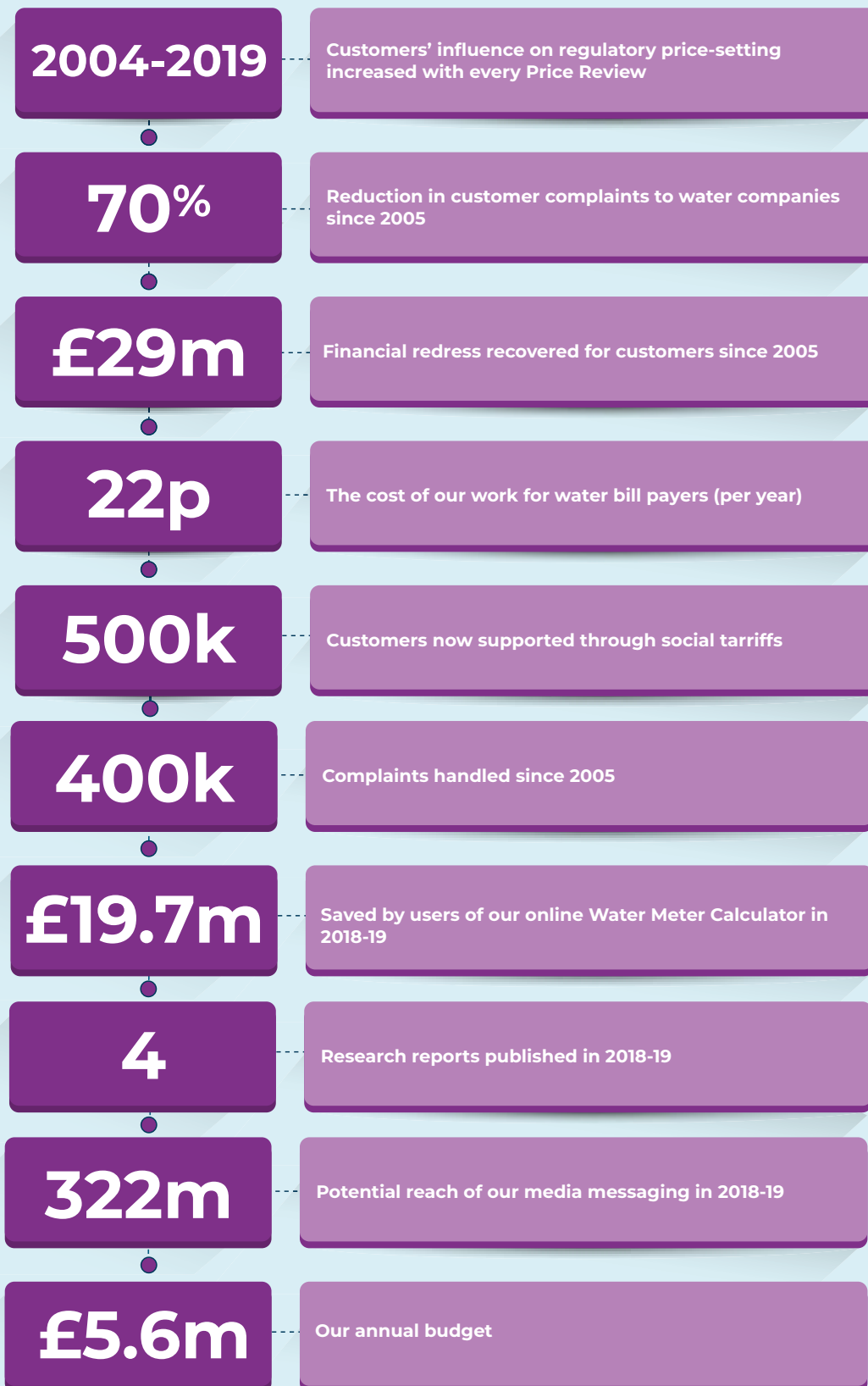
- **Fair charges that everyone can afford**
- **Outstanding services delivered right first time**
- **Safe, reliable service - now and in the future**

Values and behaviours

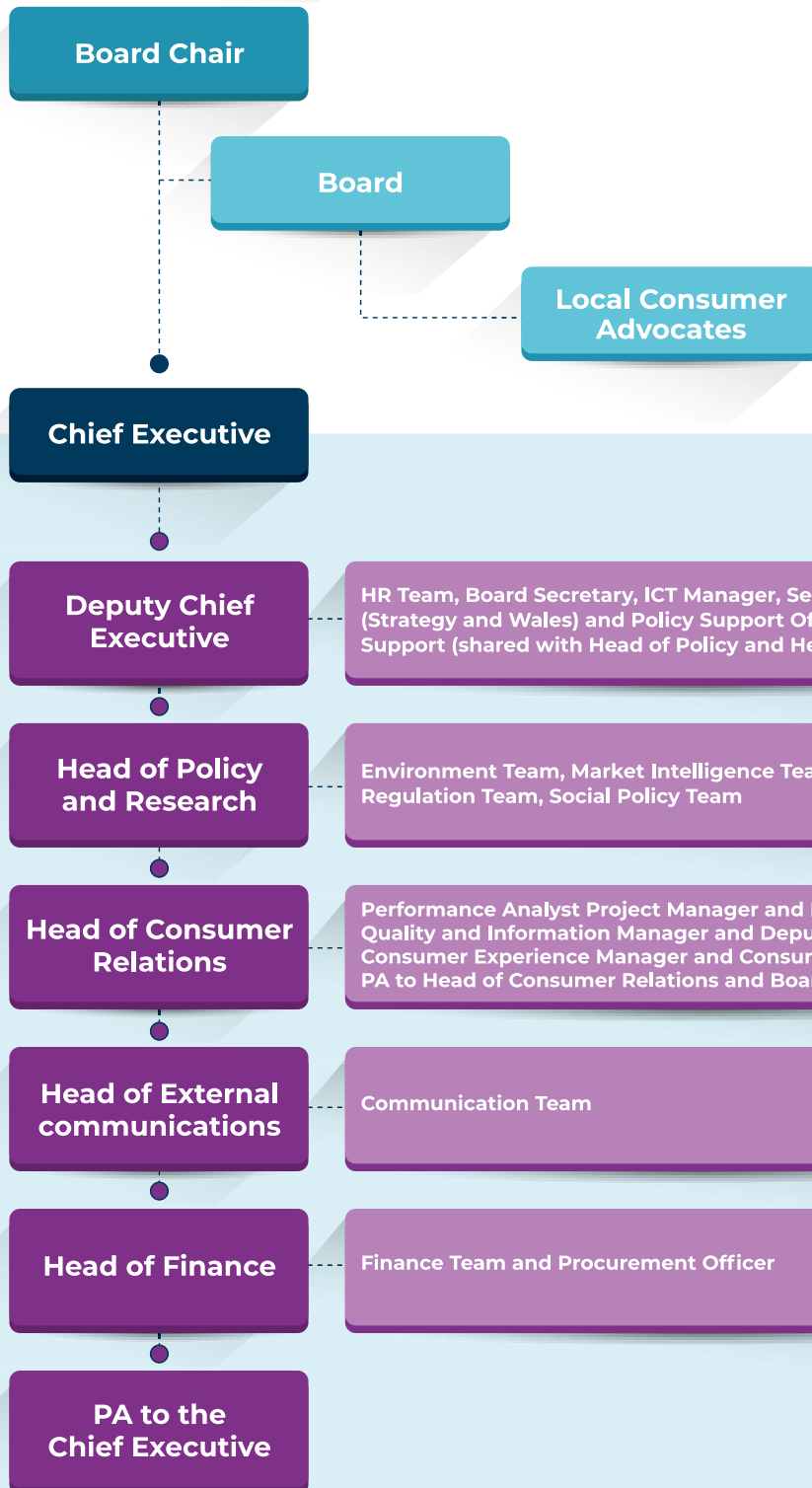
Colleagues at CCW are:

- **Professional**
- **Respectful**
- **Open**
- **Knowledgeable**

Key achievements



Our Structure



Making an application

Thank you for expressing an interest in the vacancy.

If you decide to submit an application it is important that you fully complete the application form (CVs cannot be considered on their own).

When completing the section on 'suitability for post' please ensure that you describe fully where and how your experience, skills and abilities meet each of the criteria listed, and the further information contained in the job description/person specification.

To ensure that we treat all applicants fairly, we do not make any assumptions about you. We only look at what you tell us on the application form. Remember you will be selected for interview based entirely on the content of your application form, so read the job description/person specification very carefully and match your information to it. This is crucial in enabling us to shortlist.

Please ensure that your application form is returned to the email address shown on the application form by the closing date.

Application

Your completed application form should reach CCW by the advertised closing date. Applications will not be accepted after this time, unless there are exceptional circumstances.

As well as completing the application form, we ask that you also return a completed equal opportunities form. Section two of this relates to the Guaranteed Interview Scheme. For further information on this please refer to page 10 of this document.

Selection

Selection will be by interview. Due to the current situation surrounding Coronavirus, interviews are likely to be undertaken remotely using the appropriate technological platforms.

After the closing date, all applications will be considered carefully and those candidates who appear, from the information provided, to be the best suited for the post will be invited to interview. It is important, therefore, that your application form gives a full but concise description of the nature, extent and level of responsibilities you have held. The Selection Panel will recommend the candidate considered most suitable for appointment.

CCW is only able to respond to candidates who are invited to interview. If you do not hear from us within ten working days of the closing date, unfortunately your application will have been unsuccessful.

If you are successful, pre-employment enquiries will be carried out, to ensure that you are qualified for appointment.

When the enquiries are completed satisfactorily, a formal offer of appointment will be made. You will be expected to take up post as soon as possible.

Job description

Senior Customer Caseworker

Reports to: Consumer Relations Manager (CRM)

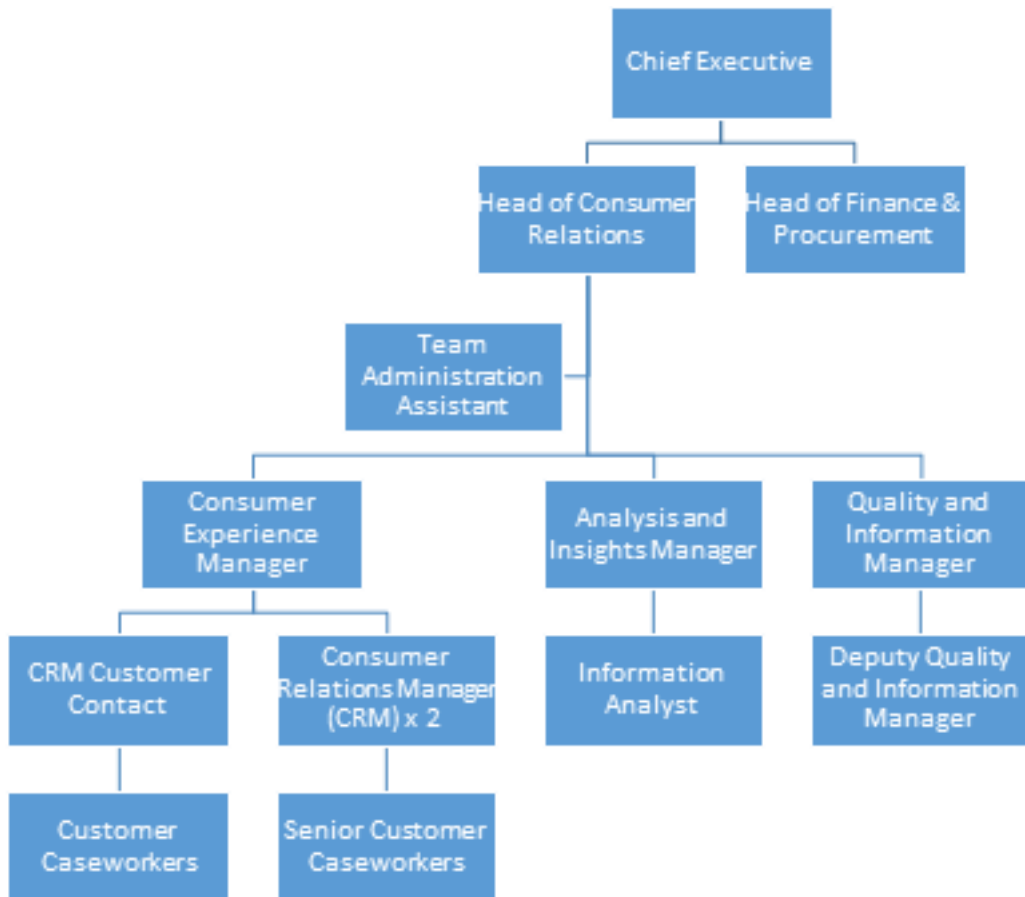
Division: Consumer Relations

Location: Cardiff

Job Purpose Statement

- Ensure CCW delivers an effective complaint handling service to water consumers.
- Manage a caseload of customer complaints against water companies.
- Support Customer Caseworker (CC) through advice on technical or complex complaints.
- Work with Consumer Relations Manager (CRM) to identify company best practice and process improvements, highlighting any issues that affect customers as they arise.
- Company liaison on complaint issues.
- Attend Consumer Service Assessments as appropriate.

Organogram



Key Duties and Accountabilities

Senior Customer Caseworker (SCC) post is responsible for:

Complaint handling

1. Handling operational and escalated complaints against water companies either in writing or by phone in line with CCW's key performance indicators.
2. Discuss unusual and/or difficult complaints with the CRM and prepare briefing on complaints if higher escalation is required.
3. Monitor and report to the CRM on complaint handling best practice from companies.
4. Share complaint handling best practice with other SCCs and CCs.
5. Maintain full and accurate records of complaints on Customer Relationship Management Database System.
6. Maintain and keep under review agreed standards and quality of complaint and enquiry handling.
7. Pursue complaint resolution in line with CCW's guidelines and write all relevant complaint correspondence including challenges to water companies and decisions to customers.
8. Keep abreast of CCW and company policies and initiatives.

Advice & Support

9. Support CCs on complex or difficult telephone calls and first level complaint handling.
10. Attend consumer service assessments as required.

Company Liaison

11. Lead on complaint-related issues for up to three water companies across England and Wales; ensuring that issues affecting complaint handling are communicated to the CRM and complaint handling team in Birmingham and Cardiff.
12. Ensure CCs and SCCs are aware of company policy and process changes.
13. Where required attend and provide input at internal/external meetings and teleconferences with Local Consumer Advocates (LCAs), CRMs and Policy Managers to discuss company policies and initiatives; feeding back to CRM and complaint staff follow up action.
14. Where required provide Chair, LCAs and Policy Managers with briefing notes on company processes and policies affecting CCW complaints.

Other

15. In addition to the duties described in this specification the jobholder will carry out such other duties as may reasonably be required.

Management of Resources

Financial Resources (budgets for which the jobholder is responsible)

- None

Human Resources (staff for whom the jobholder is responsible)

- None

Equipment (range of plant and/or equipment for which the jobholder is responsible)

- Desk and other office-based equipment already in situ
- Observance of Health and Safety Guidelines

Contacts and Communication

- Consumer Relations Manager – day-to-day work and management.
- CCW Regional and Wales Chair, LCAs and Policy Managers – complaints data reports, policy advice and briefing notes.
- Water companies – representing CCWater as appropriate plus undertaking formal complaint investigations and resolution negotiations.

Person specification

Applicants must be capable of undertaking the duties and responsibilities as set out in the Job Description and fulfil the requirements of this Person Specification, which will be assessed through the appointment process. Specifically, you must be able to demonstrate:

Requirements	Essential	Desireable
Personal impact e.g. appearance, speech, manner	<ul style="list-style-type: none"> Articulate and approachable 	
Attainments e.g. education, qualifications, training, relevant experience	<ul style="list-style-type: none"> GCSE Maths & English Language (Grades 9-4) or equivalent. Recent, relevant experience of working in an office based complaints environment, dealing with consumer complaints and enquiries in terms of providing advice, and investigating complaints both in writing and over the phone on a day to day basis IT literate 	<ul style="list-style-type: none"> Experience of in depth complaints investigation work
Abilities/skills e.g. oral communication, written communication, numerical skills, managerial skills, organisational skills	<ul style="list-style-type: none"> Welsh Speaker Good written/oral skills, confident when dealing with both official organisations and the public, whether face-to-face or on the telephone Report writing skills Good problem solving and analytical skills 	<ul style="list-style-type: none"> Ability to take minutes Experience of delivering presentations to external audiences Consumer advocacy experience Public sector experience Water industry knowledge
Attitudes/ disposition e.g. management style, reliability, decisiveness, temperament, personality	<ul style="list-style-type: none"> Ability to appreciate issues from consumer's/customers perspective, Be able to work effectively both independently and within a small team Work with minimum supervision Flexible in approach 	<ul style="list-style-type: none"> Ability to negotiate with senior staff within the water companies
Other criteria e.g. mobility, out of hours work	<ul style="list-style-type: none"> Willing to travel around England and Wales. Flexibility to work occasionally outside normal office hours, including weekends. 	

Summary of Terms and Conditions

Senior Customer Caseworker

You are invited to apply for the above post which is available at CCW, 3rd Floor East, General Buildings, 31-33 Newport Road, Cardiff, CF24 0AB.

Qualifications and Experience

Please refer to the person specification for more details.

Nationality and Immigration Control

The posts are open to EC nationals, members of the Commonwealth, European Economic Area (EEA), Swiss Nationals and certain non EEA family members. Candidates must be free from any restrictions to take up employment in the UK.

Language Requirement

Customer facing roles in CCW require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement this will be tested as part of the selection process.

Conditions of Service

The starting salary for the post is £23,250 pa and is paid monthly in arrears by credit transfer.

The post is permanent.

Hours of work

You will normally be required to work a 5-day week of 37 hours excluding lunch breaks.

The department operates a system of flexible working hours (FWH), which is worked by most employees, but may vary slightly.

There are a number of terms associated with FWH. These are detailed below:

Bandwidth – 07.00 hours to 19.00 hours

the times between which the office is open for work

Flexible Lunch break

The times within which you take your lunch break. This can vary in length and timing and the minimum break allowed is thirty minutes.

Annual Leave

Your annual leave allowance will be 25 days plus 10½ days' public and privilege holidays.

Induction

All new employees will have an induction training programme specifically prepared for them by Human Resources and their line manager.

Stocks or shares

Because of the nature of the information you will come into contact with and the need to be wholly independent of the water industry, you will be precluded from holding or dealing in stocks or shares of any privatised water company or of any existing statutory water company. This extends to having any active financial interest (shares or debt securities including debentures, bonds and gilts, options, rights or future rights to shares or other securities). Your spouse, partner and any dependent children are also precluded from having any active financial interest in these types of company.

Pension

As soon as you start your new job, you are eligible to join the Civil Service pension arrangements. We offer you a choice of two types of pension.

- Partnership: This is a stakeholder pension with a contribution from us. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.
- Alpha: Alpha provides a defined benefit worked out on a Career Average basis. A Career Average pension scheme means you build up a pension based on a percentage of how much you earned each year. More information can be found at Civil Service Pensions

Expenses

Travelling costs will be refunded at the rate of a standard rail fare for the journey or motor mileage rates as follows:

Cars: 25p per mile (the exact mileage will need to be noted, as we will ask you to record it on the expense form)

Please note that proof of purchase will be required for all public transport expenses.

Expenses for travel into the UK cannot be refunded. Overnight accommodation expenses will be considered.

All travel expense claims must have prior written approval from the HR Manager.

How to apply

Your application

Applications should be sent by email to recruitment@ccwater.org.uk.

Closing date

The closing date for applications is **17 September 2020**.

Data Protection

In accordance with the General Data Protection Regulations (2016), your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with us and will be stored in manual and electronic files. Any data about you will be held in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies where there is a legitimate purpose for this.

Data that you provide on the Equal Opportunities Monitoring form will be included in a general database, for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on equal opportunities in employment. Individuals will not be identified by name.

We use a third party organisation to carry out background screening on all applicants that are successful at interview and given a formal offer of employment. We do this as a legitimate interest to ensure the suitability of applicants. We share candidate name, telephone number, address and email address as provided on your application form. The third party organisation holds this information and information that you subsequently share with the third party for a period of six months.

By signing and submitting the relevant forms, you are giving your consent to the processing of your data in the ways described above.

Guaranteed Interview Scheme (GIS)

We are committed to the employment of disabled people. We guarantee an interview to anyone with a disability whose application meets the minimum criteria for the post. To be eligible for the guaranteed interview scheme you must have a disability or long term health condition. The disability could be physical, sensory or mental and must be expected to last for at least 12 months. You do not have to be registered as a disabled person to apply under the scheme.

Equal Opportunities and Diversity

We aim to be an Equal Opportunities Employer, intending to make sure that there is equality of opportunity and fair treatment for all, regardless of gender, race, disability, sexual orientation, gender reassignment, religion or belief, age, pregnancy and maternity, and marriage and civil partnership.

We have undertaken a programme of diversity training for all employees to help understand the concept of diversity and how it compliments equal opportunities. It also provides an understanding of the implications of the legislation, for working with colleagues and customers.

All applications receive equal treatment regardless of sex, race, age, disability, religion, marital status or sexual orientation. Selection for a post will be based on merit.

Complaints Procedure

CCW's recruitment processes observe the principles outlined in the Civil Service Commissioners' Recruitment Principles which can be found at www.civilservicecommissioners.org.uk.

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact Karen Cropp, Human Resources Manager, CCW, 1st floor Victoria Square House, Victoria Square, BIRMINGHAM, B2 4AJ.

Useful links

www.ccwater.org.uk

[Forward Work Programme 2019-22](#)

[Blaenraglen waith ar gyfer Cymru a Lloegr 2019-22](#)

Notes page





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Contact us

CCW,
1st Floor,
Victoria Square House,
Victoria Square,
Birmingham,
B2 4AJ.

0300 034 2222 in England

0300 034 3333 in Wales



[ccwater.org.uk](https://www.ccwater.org.uk)