Complaints and Customer Feedback Manager

Grade 12

**Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and the people of Staffordshire
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

Corporate Operations is part of the Corporate Services directorate and consolidates various statutory and non-statutory services, playing a crucial role in supporting our council and its users. Managing customer complaints and feedback well is essential for the Council and vital to accomplishing the Strategic Plan's goals.

The Complaints Team is part of the Customer Services division and is responsible for the operation of certain procedures to deal with formal complaints from members of the public. The team ensures compliance with the Council’s statutory obligations, corporate accountabilities and Ombudsman directives in respect of services we provide and commission.

The Complaints Team brings together a group of specialised experts who provide advice and guidance to individuals aiming to lodge complaints, while also offering continuous support to managers conducting investigations. Additionally, the team shares insights gleaned from complaints across the organisation to inform, shape and improve future service delivery.

**About the Role**

Working in a busy, fast paced and politically sensitive environment, the complaints and customer feedback manager will oversee a team to ensure effective implementation of systems, processes and resolutions of all complaint types. Providing an outstanding service which ensures a positive customer experience, you will manage a caseload of formal complaints end to end in line with policy, procedures and relevant legislation.

The post holder will be the Councils expert source of practical and theoretical knowledge on complaints regulations and procedure and will be responsible for Council-wide complaints handling training. Liaise with and respond to the Ombudsman and manage enquiries sent via MPs.

You will champion best practice across the organisation, facilitating the continuous improvement of the complaint process, engaging with key stakeholders, Members and Democratic Services and teams within the council to continually improve.  Leading on the capture and dissemination of lessons learned from complaints and will work closely with service areas to promote learning and reduce the number of formal complaints.

You will encounter distressing situations due to complaints, including interactions with upset or defensive staff. Occasionally, you'll face extremely distressing scenarios, such as handling complaints from those with challenging behaviour and talking to relatives of the deceased.

Above all, you will be a role model to colleagues across our business in delivering our complaints strategy in line with our values, culture and strategic objectives, especially around putting the customer first.

***Political Restriction:*** *This position is considered as a Politically Restricted Post under the Local Government and Housing Act 1989 and subsequent amendments introduced by the Local Democracy, Economic Development and Construction Act 2009.*

Reporting Relationships

Responsible to: Head of Customer Excellence

Responsible for: Complaints and Customer Feedback Team

Key Accountabilities:

1. Responsible for the management of the statutory and corporate complaints processes for the county council and to promote a positive customer focused environment. Ensuring compliance with the statutory legislation and the LGSCO Complaint Handling Code.
2. Oversee the complaints process and its effectiveness through the management of the Complaints and Feedback Team, and to promote effective resolution of complaints.
3. Developing, reviewing and implementing statutory complaints / enquiry procedures in line with Government legislations; ensuring administrative procedures are sufficiently robust to support changes.
4. Working with the Head of Customer Excellence to be proactive in the development and implementation of corporate policies to improve customer satisfaction by providing subject matter expertise knowledge on trends observed within the complaints and feedback service.
5. Responsible for ensuring public and MP enquiries are responded to in a timely manner by liaising with the relevant service area.
6. Ensure that all independent complaints investigations are allocated and thoroughly and appropriately investigated and that systems are in place for the preparation and distribution of Investigation Reports.
7. Make recommendations to the service area on any other action to be taken following an investigation in order to develop a lessons learnt culture.
8. Undertake ad-hoc complex formal investigations and to intervene to resolve complaints via mediation.
9. As Link Officer for the County Council, take responsibility for liaison with and timely resolution of communication received from the Local Government and Social Care Ombudsman, ensuring that any recommendations from the Ombudsman are acted upon.
10. As the Designated Complaints Officer represent the County Council at regional and national events and with other agencies, contributing to changes to legislation.
11. Develop and implement a complaints training programme for service areas to enable officers to investigate and respond to complaints in an evidential way.
12. Monitor, manage and analyse Management Information regarding complaints and report regularly (including the annual reports) to SLT/WLT and the Corporate Overview Scrutiny Committee, including any lessons learned.
13. Manage the ongoing development and maintenance of the case management system. Analysing service area trends and issues to ensure that the organisation takes learning from these trends, changing service and provision where appropriate.
14. Responsible for keeping up to date with changes to procedures and processes on a regular basis and disseminating these to the wider team/organisation. Providing improvements and recommendations to current processes to benefit both our internal and external customers.
15. To undertake any other duties which are commensurate with the grading of the post.

Other Information

This post is designated as a Casual/Essential car user

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership*** Degree level or equivalent experience in a similar role, that may be deemed to have brought the post holder to a comparable level of attainment
* Evidence of continuous personal development
 | AA |
| **employer_small****employer_small****employer_small** | **Knowledge and Experience*** Proven track record of leading and managing a Local Authority Complaints function that understands social care issues in the public sector
* In depth knowledge of an Adults and Children's Social Care Statutory Complaints Procedure
* Detailed knowledge and understanding of local and national government legislation regarding complaint handling within a designated complaints procedure.
* Significant experience of creating and maintaining effective networks that work collaboratively to deliver better outcomes, that address customer issues effectively.
* A demonstrable understanding of the political context of local government and experience of providing good support to Elected Members.
* Significant experience of working with, presenting to and influencing stakeholders to ensure effective outcomes are delivered.
* Significant line management experience, and evidence of driving continuous improvement and holding people to account.
 | A/IA/I/TA/I/TA/IA/I/TA/I/TA/I |
| **employer_small****employer_small** | **Skills*** Excellent written and oral communication skills, with ability to communicate succinctly to different audiences including elected members, officers of a public sector organisation, carers and the public
* Ability to deal appropriately with confidential and sensitive information within defined timescales and set realistic targets
* Analytical with the ability to review complex information and interpret data trends
* Ability to review, present and deliver complex and potentially sensitive messages in a clear and concise manner to a diverse audience
* Ability to reach well balanced and pertinent conclusions based on the available evidence, and to focus on issues which may resolve individual complaints
* Highly developed communication skills to influence and negotiate to deliver change and improvement, through a diplomatic and engaging style whilst comfortably holding others to account
* Ability to adapt to changing priorities and timescales
* Team-player with an enthusiastic and collaborative approach to problem solving to ensure high performance across the team
* Personally resilient and optimistic with the ability to cope under high pressure
* Prioritise delivering outstanding customer service by using effective interpersonal skills, empathic to customers attempting to communicate their views
* Ability to drive

This post is designated as a casual car user  | A/I/TA/IA/IA/IA/I/TA/IA/IA/IA/IA/I/TA |

**** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300