



Role Profile

Job Title: Complaint Resolution Manager	Role Profile Number: SBC_12097
Grade: Level 10 Salary:	Date Prepared: Feb 2024
Directorate/Group: Enabling and Operations	Reporting to: Head of Customer Service
Structure Chart attached:	No

Job Purpose

To provide a comprehensive, sensitive but effective complaint service for all service areas within the Council; working closely with internal and external stakeholders to investigate and resolve issues and provide satisfactory outcomes for the residents of Swindon. To promote the work of the Customer Experience team across the organisation, with senior managers and Members in order to support the embedding of the policies and procedures within its remit across the day to day activities of the organisation.

Key Accountabilities

- Provide consistent consultancy, advice, support, training, guidance and consultation to all council staff, members, relevant agencies, external and internal organisations/stakeholders and the community at large as required concerning comments, compliments, complaints and representations.
- To allocate work to the team and approve work outputs to meet priorities and deadlines; managing and monitoring outputs to meet quality and performance standards.
- To provide consistent leadership, advice, support, guidance and consultation to staff as required. To be responsible and accountable for the management of all employees within the team in accordance with Council policies and procedures.
- To lead a team to process the volume of unplanned and often complex complaints that arise daily, ensuring they are correctly assessed and logged, risk assessed and prioritised, researched or allocated to relevant managers, monitored until concluded and then responded to.
- To work directly with residents, service users, their family, carers advocate, representative or legal counsel, updating the complainant on progress with their case and ensuring their wishes are recorded and feed into any decision on how to progress the case and respond to the complaint.

- Prepare and produce comprehensive, case specific letters and reports on behalf of the Council, in response to complaints, Ombudsman enquiries, and for a range of audiences including distressed service users and their families, members, partner organisations and senior managers
- To lead on supporting the Council to meet statutory and regulatory requirements by upholding Service Level Agreements in place to acknowledge, investigate and respond to concerns, and generating intelligence about complaints using qualitative and quantitative analysis to enable senior managers to identify potential trends, themes and causes of complaints, wherever possible.
- To work in collaboration with the Ombudsman office in dealing with investigations into complaints relating to the Council's service delivery and standards; providing swift and detailed reporting, data and information to assist in complaint resolution.
- To work closely with the Ombudsman to identify good practice and develop improved standards of services as a result of complaint resolution and liaise with service areas to implement any recommendations.
- To provide intelligent analysis and written commentary on complaints and service improvements to senior managers in support of reflective practice and service development.
- To develop, co-ordinate and administrate a Directorate forum to monitor service improvements arising from complaints, audits and peer reviews, sharing best practice and benchmarking information to create a culture of continuous improvement.
- To ensure effective performance monitoring and evaluation of action plans and other initiatives relating to the service team and to oversee the performance indicators detailed within these areas, collating and managing all the data needed for accurate monitoring of processes.
- Making effective use of the different management systems within the service area and Council wide, including the use of digital platforms and technology relevant to the service area. Maintain an up to date knowledge of relevant research and development advancements in area of expertise.
- To work alongside other team managers within the different service areas to ensure all the activities contribute to meet service area objectives in line with the corporate priorities.

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the line manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.

Knowledge & Experience

- Extensive knowledge of the role specific legislation, statutory duties, codes and practices.
- Able to apply up to date knowledge of relevant policies, regulations and legislation to decision making, including but not limited to; Social Care and Safeguarding and Child protection and housing.
- Knowledge of Local Government services and Council service delivery.

Qualifications

- Educated to degree level or have significant experience working in a similar customer services environment.
- Evidence of continuing professional development.

Decision Making

- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to line manager when appropriate
- Ability to triage requests for service and queries to determine whether the post holder can provide adequate resolution or whether signposting to the relevant officer is required and respond
- Responding where appropriate to queries from Councillors, officers at all levels, the general public and external agencies where decision making is required

Contacts and Relationships

- Develop strong relationships with all Directors & executive teams.
- Ability to lead, motivate and develop staff and stakeholders in a performance focussed culture.
- Ability to communicate confidently and effectively to a wide range of colleagues, stakeholders and partners and maintain positive working relationships.
- Be able to set priorities, managing the progress of your own and others work in often competing demand environments.
- Possess excellent computer skills and demonstrate ability to use technology to improve business effectiveness.
- Proven abilities in the development of business cases, implementation of new schemes and new services.
- Proven abilities in the development of processes, training, guidance and coaching.
- Analyse strategic information, setting objectives and targets, reviewing performance and evaluating outcomes to develop effective services.
- Able to interpret policy and legislation, and make sound decisions regarding complex cases
- Demonstrates tact, diplomacy, resilience, empathy and assertiveness
- Demonstrates excellent active listening skills

Confidentially Clause

- You are permitted not to disclose to any person or use for any purpose any confidential information you support or cover as a result of entering into this Agreement. This restriction shall continue to apply after the expiration or termination of this agreement without limit of time.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	