

Person Specification Complaints Lead Specialist

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Experienced in handling statutory social care complaints and enquiries.
- Highly developed interpersonal, written and oral communication skills.
- Able to handle confidential and sensitive information, deal with customers empathetically and manage challenging and confrontational behaviour.
- Able to produce timely, clear, concise and accurate written information and reports, with attention to detail and a strong focus on accuracy.
- Able to both advise and challenge senior managers; and ensure that effective and collaborative relationships are developed and maintained.
- Able to develop effective working relationships with a range of internal and external staff/organisations to improve handling of complaints and enquiries.
- Good knowledge of the Council's Corporate Complaints procedure and Statutory Social Care Complaints procedures and relevant legislation.
- Excellent IT skills, and able to manipulate and update databases and spreadsheets.
- Able to manage own workload and prioritise effectively to meet deadlines, manage competing demands and resolve complex enquiries in a changing environment.
- Able to lead on specific areas of work and participate in service improvement.
- Able to work as part of a Team and on own initiative.

Desirable

- Relevant post graduate qualifications or experience.
- Relevant social care experience.
- Knowledge of commissioning processes and experience of contract management.
- Experience of managing, supporting or supervising the work of other staff.

Part B

The following criteria will be further explored at the interview stage:

- Experience in delivering a statutory and corporate complaints and enquiries service.
- Ability to use own initiative to plan, manage and prioritise conflicting demands.
- Commitment to equalities; and approach to embedding this in day to day work.
- Experience of supporting managers and other professionals in responding to complaints.
- Commitment to continuous improvement and own professional development.