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**Job Description**

**Job Title:** Customer Feedback and Planning Manager

**Salary Grade:** Grade 9

**Job Family:** Organisational Support

**Job Profile:** OS5

**Directorate:** Corporate & Commercial

**Job Ref No:**

**Work Environment:** Stanfield Centre

**Reports to:** Service Manager

**Number of Reports:**

Your normal place of work will be Stanfield Centre, but you may be required to work at any Company recognised workplace.

**Purpose:**

To be responsible for the management and delivery of the Customer Feedback Service, statutory duties in respect of complaints and for implementing planning processes within Together for Children.

**Key Responsibilities:**

1. To develop and maintain relationships with external and internal stakeholders, liaising with them pro-actively in order to support and deliver results to our customers.
2. Ensure TfC meets its statutory duties in respect of complaints.
3. To manage the Customer Feedback Service and Personal Assistants to act as an adviser on all related issues.
4. To develop and resource the complaints procedure.
5. To ensure that Children's Services provides a customer sensitive and effective response to complaints from service users, advocates and other agencies.
6. To establish strong links with counterparts in other agencies, commissioned services and to work in partnership to ensure effective resolution of complaints.
7. To ensure that the outcome of complaints form a basis for performance measurement, quality assurance development and learning from complaints.
8. To advise on issues and developments arising from complaints related matters.
9. To present customer feedback reports to Senior Management in the interest of the business and continuous improvement.
10. To ensure the service investigate complaints with appropriate thoroughness and impartiality, and that all complainants receive a full and timely response.
11. To have overall responsibility for the commissioning of Independent Persons and Investigating Officers.
12. To approve compensation payments in-line with TfC complaint procedures.
13. Create and implement business planning processes, designing strategic plans based on forecasts, and providing improvement recommendations.
14. Contribute to the business planning process raising areas for improvement and development identified through customer feedback.
15. To travel within the City as required to undertake the role.
16. Work within the policies and procedures of Together for Children.
17. The above list is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post.

**Management Responsibilities**

1. Line management of the Customer Feedback Team and Personal Assistants.

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;

Use information only for authorised purposes.

Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

A**uthor**: Stacy Hodgkinson

**Date**: December 2019

**Person Specification**

**Job Title: Customer Feedback & Planning Manager**

**Role Profile Reference: OS5 Grade 9**

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| **Essential Requirements**  |
| **Qualifications:*** Educated to degree level or equivalent.
* Relevant professional qualification in social work is an advantage but not essential.
 | Application Form |
| **Experience of:*** At least two years’ experience of managing a customer and complaints feedback service.
* Experience of dealing with and managing sensitive customer focussed issues and situations.
* Coaching and developing staff.
* Developing business plans and monitoring processes
 | Application form /Interview/  |
| **Knowledge and Understanding of:*** In depth understanding of the legal complaints’ legislation for children’s services.
* Knowledge of the current issues relating to the effective management of complaints.
* In depth knowledge and understanding of business planning processes.
 | Application form /Interview/Test |
| **Ability to*** Provide a sensitive and responsive customer feedback and complaints service.
* Coach, mentor, motivate and lead the Customer Feedback Team.
* Develop and implement customer feedback and complaints procedures.
* Establish methods to measure customer satisfaction.
* Establish strong links with counterparts in other agencies, commissioned services and partners.
* Think creatively to improve customer service standards
* Utilise customer feedback in the interest of the business and continuous improvement.
* Resolve problems effectively with high levels of personal ownership.
* Work under pressure to tight timescales and produce high quality work
* Demonstrate high level interpersonal skills when handling sensitive and difficult matters
* Create and implement business planning processes.
* Develop strategic plans for Together for Children.
 | Application form /Interview/Test |
| Commitment to Equal opportunities  | Interview |

**Author:** Stacy Hodgkinson

**Date:** December 2019