

Newcastle City Council
Job Description



Post title: Workforce Development and Customer Relations Manager (CC563)

Responsible to: Assistant Director, Adult Social Care

Responsible for: Staff as Allocated

Grade: N11

Job purpose: To manage and support the implementation of the workforce development strategies across both Childrens Social Care and Education and Adult Social Care and Integrated Services Directorates. To manage the complaints teams

Principal Accountabilities:

Corporate

- (i) To participate in or lead corporate or directorate projects and assignments as required.

Directorate

- (ii) To collaborate with and support the Director in meeting the directorate's business and service objectives.
- (iii) To manage the staff, budget and activities of the Workforce Development, Complaints and School Admission Appeal teams in order to meet its service and financial objectives.
- (iv) To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

External

Provision of reports, quarterly and annual basis and as required to demonstrate the outcomes of the Directorates

Date

