Senior Specialist Adviser Complaints and Customer Relations

Job Description

Reports to: Head of Quality, Strategy and Innovation, Adult Social Care and Prevention

Direct reports: Employees of the service

Grade: SM1

Overview

Responsible for the leadership of a significant service area or group of services, large-scale budget, and cross-council responsibilities to achieve key outcomes for the Council, residents, and the city.

Purpose

To lead on and deliver a proactive approach to complaints and compliments for Newcastle City Council, ensuring continual learning and opportunities for service development and improvement are shared Council wide.
Leading effective management of complaints handling across the council in line with the statutory frameworks. This includes the management of the school admission appeals service and Freedom of Information requests for the social care directorates.

Principal Accountabilities

1. To oversee and manage the reporting into relevant governance structures, including Scrutiny Committees, Directorate Leadership Teams, and Corporate Leadership Team

2. To participate in the strategic development of the complaints function, directorate or lead on service improvements or directorate projects and assignments as required.

3. To act as the councils Ombudsman Link Officer and link with Member for Complaints (MRC)

4. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.

5. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.

6. To establish and maintain good working relationships with Members and Officers throughout the council and its partners, actively promoting understanding of the role of the complaints process.

7. Maintain policy, procedure, and guidance documents for managing complaints and Ombudsman enquiries, Freedom of information requests and School Admission Appeals, reviewing and updating as and when necessary.

8. To embed an effective root cause analysis and lessons review approach that can evidence improvements as part of the complaints management process. Coordinate learnings reviews with key stakeholders.

9. To provide line management, provide inspirational and robust leadership and develop the skills of individual team members to fulfil their full potential, through effective coaching, training, and development opportunities.

10. To exercise budgetary control over all expenditure within the service area. To be accountable for budget spend associated with the Complaint & Customer Relations Team and ensure associated remedy budgets are controlled in line with the relevant policies.

11. To forge strong relationships with regulatory bodies as required relating to complaints e.g. CQC, OFSTED, and the Social Housing Regulator

12. In order to deliver the service effectively, a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties will fall within the scope of this post/grade.