Role Profile

Job Title	**Corporate Complaints Manager – Assurance and Public Protection**
Location:	**2 Bristol Avenue, Colindale, NW9 4EW**
Directorate:	**Assurance and Public Protection**
Service:	**Assurance and Business Development**
Grade:	**Grade J**
Salary Range:	**£49,590 - £54,927**
Reports to:	**Improvement Lead (Assurance)**

1. Job Purpose:

- Complaints are a valuable source of information and insight to enable the Council to focus on improvements to processes and service delivery.
- The Corporate Complaints Manager oversees effective management of complaints handling across the council and is the source of advice and assurance for colleagues when dealing with corporate complaints received from members of the public and the Local Government and Social Care Ombudsman (LGSCO).
- The Corporate Complaints Manager has a vital role for the organisation in preventing recurring complaints through a proactive and innovative approach to ensuring lessons are learnt and corrective actions are implemented to continuously improve services and experiences of residents.
- This role ensures effective policies, procedures, training, and guidance are in place for complaint handlers and acts as a point of escalation for complaints

2. Key accountabilities:

Manage the corporate complaints and LGSCO function

- To manage the Corporate Complaints function in its entirety, including the management of corporate complaints and LGSCO enquiries.
- To oversee the management of complaints across the council, ensuring directorates are adhering to the council's corporate complaints policy and procedures.

- To seek continuous improvement of complaints recording, management and reporting processes, ensuring all complaints and relevant learning and improvements are accurately recorded on the council's complaints management system.
- Review day-to-day management of corporate and LGSCO complaints using the council's case management system, ensuring compliance with the council's standards and timescales.
- To manage the council's contract for the complaints management system, ensuring the system is fit for purpose and continues to offer best value.

Lead for corporate complaints responsibilities

- To be the expert on complaints within the council, acting as the focal point for advice and assistance for delivery unit and partner agency complaint handlers.
- Think innovatively and proactively seek new and improved ways of complaints management and service improvements.
- Support the development and review of the complaints service priorities and lead on their delivery.
- Maintain awareness of local and national complaints policy and projects and proactively involve Barnet as appropriate.
- To be an active participant in the London Complaints Managers Group and the Local Government & Social Care Complaint Handlers Network, keeping up to date with developments, collaborating and sharing intelligence.
- Manage the Corporate Complaints processes, including management of the Corporate Complaints Team's shared mailbox, ensuring enquiries are dealt with in a timely and appropriate manner.
- Provide technical expertise and guidance for corporate complaints and Local Government and Social Care Ombudsman enquiries - maintaining an up-to-date knowledge of relevant legislation and best practice regarding complaints, resident feedback, and customer care.
- Ensure continuous improvement of the corporate complaints function across the council.
- Provide advice and support to colleagues regarding the management of unreasonable complainant behaviour, dealing with complex and sensitive complaints, and seeking legal and specialist input.
- Develop positive working relationships with services, partner organisations and external agencies as well as the council's dedicated Complaint Link Officers to ensure effective complaints handling and implementation of corrective actions.
- Coordinate and chair the council's Complaint Link Officer meetings and learning sessions to continuously improve complaints management and resident experience.
- To provide guidance and training in complaints handling and use of the complaints case management system to staff across the organisation

Manage the policy and procedures for complaints and LGSCO

- Maintain policy, procedure, and guidance documents for managing Corporate Complaints and LGSCO enquiries, reviewing and updating as and when necessary.
- Ensure complaints policy and procedures are widely communicated and promote best practice in complaints handling across a range of internal and external stakeholders.
- Investigate and promote opportunities for widening and improving the use of the corporate complaints' case management system across the council.
- Manage Intranet and website content, ensuring information is updated to reflect current complaint policy and processes.
- Ensure robust cover arrangements are in place for the Corporate Complaints Manager role during periods of extended leave, including use of guidance and handover notes.
- Ensure all upheld LSGCO complaints with maladministration or injustice are reported to Directors and council committee members.

Liaising with the Senior Management Team

- Provide expert advice and assistance to senior managers, being a first port of call for corporate advice.
- Investigate, resolve, and respond to complaints on behalf of the Chief Executive when required.
- Escalate significant potential risks associated with corporate complaints to relevant senior managers.

Resident advocacy

- Advocate for residents, officers, and members to ensure concerns are appropriately considered and resolved.
- Act as the expert complaints escalation point, handling escalated complaints with appropriate professionalism and confidentiality.
- Think and act innovatively and proactively to improve resident relations and service standards to prevent dissatisfaction and complaints.
- Liaise with residents on complaints issues, leading on relevant policy and guidance.
- Use expert advice and evidence to engage and support senior managers in continuously improving resident relationships, and make service and process improvement recommendations resulting from complaints.

Learning from Complaints and Corrective Actions

- Embed an effective root cause analysis and lessons review approach that can evidence improvements as part of the complaints management process.
- Recommend and actively follow up implementation of necessary corrective actions to improve the standards of complaints handling, service quality and resident experience.
- Lead on and provide advice in the management of concerns and complaints, promoting early resolution and learning from issues raised.
- Provide clear, visible, motivational management to complaint handlers in order to create a resident-focussed high-performance culture that drives continuous improvement in complaints handling.
- To manage and respond to enquiries received from the Local Government & Social Care Ombudsman and the Housing Ombudsman on behalf of the council.
- Coordinate learning reviews with key stakeholders following all upheld Ombudsman decisions.

Recording and Reporting

- Lead on complaints monitoring, including complaints performance, trends, improvement opportunities, and risk management.
- Prepare regular reports containing meaning insights drawn from statistical data and qualitative information.
- Present corporate and LGSCO complaints reports to senior management team and appropriate committees.
- Report all upheld LGSCO complaints involving maladministration or injustice complaints to relevant Directors and appropriate committees.
- Provide reports to the performance team on a monthly, quarterly, and ad-hoc basis as required.
- Ensure services record complaints on the council's complaints system correctly, capturing all required information
- Contribute to ongoing development of the complaints management system to ensure it remains fit for purpose.

3. Financial Responsibilities:

- The post holder is not a budget manager.

4. Staff Responsibilities

- Line manage the Corporate Complaints Officer

5. Health and Safety Responsibilities

- As an employee of the London Borough of Barnet, you are required to:
    - Abide by Barnet's health and safety policy and associated arrangements.
    - Complete mandatory health and safety training.
    - Follow safe systems of work and use devices/guards provided for safety.
    - Wear/use personal protective equipment where issued and instructed to do so, including lone working devices.
    - Report any accidents, incidents or hazards.
    - Take care of your own and others' safety, health and wellbeing.

6. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

  Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

7. Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

Person Specification

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Relevant degree or professional qualification, or evidence of continued substantial experience in the area of complaints management.	Essential	Application
Experience & Knowledge		
Highly experienced in resident and customer care within a local government or similar environment.	Essential	Application
Understanding and expertise in local government complaints processes and management.	Essential	Application
Extensive experience of managing and resolving complaints and putting in place effective strategies to reduce the likelihood of complaints arising and/or escalating.	Essential	Application
Line management experience.	Desirable	Application/Interview
Highly competent user of Microsoft 365, specifically Microsoft Teams, Word, Excel, PowerPoint and Outlook.	Essential	Application
Working knowledge of a range of other tools to support tasks, such as Power BI, Power Automate and Copilot.	Desirable	Application/Interview
Planning, organising and controlling		

A methodical approach to planning and coordination to ensure compliance with the corporate complaints policy and procedures.	Essential	Application/Interview
Ability to work under pressure and to tight deadlines.	Essential	Application/Interview
Ability to work effectively as part of a team, and to coordinate team resources.	Essential	Application/Interview
Ability to resolve timescale conflicts.	Essential	Application/Interview
Ability to analyse complaints data to identify trends, insights, and improvement opportunities.	Essential	Application/Interview
Ability to write statistical and narrative complaints reports	Essential	Application/Interview
Have a high level of technical knowledge and ability to use standard Microsoft Office products and complaints management systems.	Essential	Application/Interview
Communication and influencing		
Ability to communicate effectively and in an appropriate style, both in writing and verbally	Essential	Application/Interview
Ability to work effectively in a political environment and to establish positive relationships with senior managers, staff, external partners and councillors.	Essential	Application/Interview
Ability to draft clear policies and guidance for a variety of audiences, ensuring legislative compliance and buy in from colleagues.	Essential	Application/Interview
Excellent communication and influencing skills required to work with colleagues at all levels within the organisation and partner agencies.	Essential	Application/Interview
Ability to mediate conflict and negotiate successfully with stakeholders.	Essential	Application/Interview
Resilience, ability to deal with emotive topics and manage expectations.	Essential	Application/Interview
Ability to deal empathetically with members of the public who may be angry or upset with the Council due to a complaint raised, while also maintaining the Council's position.	Essential	Application/Interview
Ability to provide support to staff who are managing complaints, including senior management.	Essential	Application/Interview
Ability to develop and deliver training.	Essential	Application/Interview
Initiative and Innovation		

Ability to devise innovative approaches to customer care and complaints management	Essential	Application/Interview
Excellent approach to taking initiative and setting direction of own work with minimal supervision, recognising when to escalate matters through the management chain.	Essential	Application/Interview
Advanced problem-solving skills	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my	Essential	Application/Interview

engagement with others to challenge myself and constructively challenge others		
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview