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| Directorate: | Children’s Services | **Section**: | Integrated Commissioning Hub |

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| Job details |  |
| **Job title:** | Customer First Manager |
| **Grade:** | Band 4B |
| **Location of work:** | Civic Centre – Unity House |
| **Directly responsible to:** | Head of Partnerships Children and Young People |
| **Directly responsible for:** |  |
| **Hours of duty:** | 36 hours per week in accordance with flexible working hours |
| **Primary purpose of the job:** | 1. To lead and manage all aspects of a Customer First service, including a Statutory Social Care Complaints System, and a system for Corporate Complaints in relation to Children’s Services. 2. To act as advisor to the Directorate in the formulation of policy and quality control and as a consultant to the Directorate’s staff in relation to complaints and the learning from complaints.  3. To represent Children’s Services within other council meetings or outside the council at regional and national forums as appropriate.  4. To ensure robust systems are in place recording comments, compliments and complaints ensuring accurate reporting and learning and overseeing timescales are met.  5. To take line management responsibility for relevant staff. |
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| **Main Duties and Responsibilities/Accountabilities:** | |
| **1)** | To oversee and manage the Children’s Social Care Customer First Service in line with relevant, current Statutory Guidance and Procedures. |
| **2)** | To participate in appropriate forums and meetings, particularly in relation to Looked After Children to ensure the best possible learning from complaints contributes to service development. |
| **3)** | To ensure strong working relationships with Salford Children’s Rights Advocacy Service are maintained, offering the service to young people as appropriate. |
| **4)** | To provide independent feedback to staff commissioning services where the service has been brought to the attention of the Customer First Officer. |
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| **6)** | To liaise with colleagues and complainants to ensure complaints are dealt with at a local level where possible. |
| **7)** | Ensure robust recording systems are in place to enable accurate recording and tracking of all complaints and outcomes of complaints and applying statutory timescales as necessary. |
| **8)** | Ensure no conflicts of interest at any stage between parties involved in investigating and reporting a complaint. |
| **9)** | Provide help and advice to children and young people and others wishing to make a complaint so they understand options available and encouraging the use of the online complaints form. |
| **10)** | Ensure a robust system is in place for Stage two and stage three complaints including appointing and monitoring investigating officers, independent persons and review panels and giving support and advice as required. |
| **11)** | Liaise with Practice Managers and other Managers as required. |
| **12)** | Ensure the panel chair on any Stage 3 complaints is supported. |
| **13)** | To be responsible for providing quarterly and an annual report including issues and trends as well as numeric data to help inform practice and service planning. |
| **14)** | To offer appropriate induction and training opportunities to Children’s Services staff. |
| **15)** | To produce staff training materials and publicity materials as appropriate. |
| **16)** | To meet periodically with the Senior Management team of the Directorate to inform them of any concerns, issues or trends and to raise any council, regional or national developments as appropriate. |
| **17)** | Where appropriate to contribute to changes to policy and staff guidance. |
| **18)** | Represent Salford at the North West Complaints Managers Group and the National Complaints Managers Group where appropriate. |
| **19)** | Attend any council meetings in relation to changes or developments related to Customer First services. |
| **20)** | Liaise with M.P’s and Ombudsman as appropriate |
| **21)** | To ensure robust procedures are in place to effectively manage complaints for jointly commissioned services particularly with the CCG. |
| **22)** | To be responsible for the recruitment, retention, supervision and support of staff in the Children’s Customer First Service ensuring the implementation of relevant HR policies and Procedures and conducting periodic Personal Development Reviews. |
| **23)** | To support mentor and coach as appropriate any staff that support the Customer First function. |

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| The postholder must carry out their duties with full regard to the City Council’s Equal Opportunities, Health and Safety and Community Strategy policies.  To contribute and demonstrate a commitment to the City Council’s Crime and Disorder Reduction Strategy.  To undertake any other such duties that are reasonably commensurate with the level of this post. |

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| Review arrangements |
| The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |
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| **Date Job Description prepared/revised:** | May 2011  Feb 2017 |
| **Prepared/revised by:** | Debbie fallon |
| **Agreed job description signed by holder:** |  |