

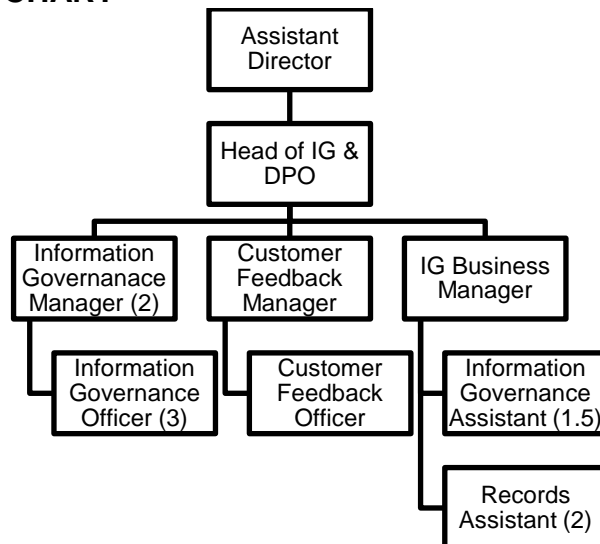
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Information Customers & Communities
SECTION:	Customer Access, Customer Feedback Team
LOCATION:	Floor 2, Number One Riverside, Smith Street, Rochdale, OL16 1XU
JOB TITLE:	Customer Feedback Manager
POST NUMBER:	CUCAD0000002
Grade:	8
Accountable to:	Head of IG and Data Protection Officer
Accountable for:	Customer Feedback Officer
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>A casual car allowance is payable as a certain amount of travelling in the executive of his/her duties.</p> <p>Occasional working outside of normal office hours may be required.</p> <p>This post is not Politically Restricted in accordance with the current regulations</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

The Customer Feedback Team has responsibility for delivering a high quality, responsive complaints service to the borough's residents, ensuring a consistent approach and using customer feedback to drive a culture of learning, reflection, and improvement.

This role is integral to the management of statutory obligations and compliance with the relevant legislation for complaints about the Council's Social Care Services.

To be conversant with and apply relevant legislation and guidance, enabling the provision of specialist advice to Directorates and other stakeholders.

To drive a culture of best practice and consistency across the Council using a variety of approaches including case specific discussion and documented advice, delivery of training and guidance, work planning, system and policy/procedural development including the Council's Corporate Complaints Policy.

To advise on risk management in relation to this area.

To work across organisational boundaries and contribute to regional and national initiatives.

To carry a caseload where cases have been escalated for further investigation.

To independently take decisions relating to complaints and be the main point of contact for the Local Government & Social Care Ombudsman.

To directly manage and support staff ensuring that all are clear about the standards expected and managed to develop their personal potential.

To work flexibly as part of a team.

To monitor team & Council performance to ensure that it is of a consistently high standard and conducted in a timely manner, implementing remedial action where necessary.

To analyse emerging trends using data to inform planning and Council strategy.

Control of Resources

Personnel

To be responsible for the direction, support and motivation of self and staff under post holders control.

Financial

To work in accordance with the financial regulations and procedures of the Authority. Manage financial resources as assigned.

Equipment/Materials

To be responsible for the safe use and maintenance of equipment/furniture/materials as used by self or direct reports.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development as well as the development of assigned in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Directors, Heads of Service, Team leaders and Managers, Staff throughout the Authority and Members of the Council.

Liaison with the Local Authority partners, government departments and the regulatory body (Local Government & Social Care Ombudsman).

Customers and members of the public.

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. Advise and provide direction on measures necessary to ensure compliance/good practice with complaint handling and management. This could be on case by case, topic or area specific requirements. This would include the interpretation and dissemination of complex information to identify risks, gaps and conflicts.
2. Actively manage the provision of a professional complaints/feedback casework service for the Council and stakeholders. Maintain enquiry response targets and quality levels as required by legislation and ensure this is communicated across the organisation.
3. To plan, allocate and monitor complaints casework to ensure that objectives are met and that a high quality, efficient and effective service is delivered.

4. Implement and maintain systems for the management, monitoring and reporting of complaints.
5. To provide a point of escalation for customers wishing to appeal against the outcome of their complaint to the Council under the Corporate Complaints Policy.
6. Provide an impartial, independent review of corporate complaints investigations and make recommendations for resolution. This could include making recommendations to Heads of Service and Senior Management regarding service improvements.
7. Lead on contacts from members of the public, other stakeholders and regulatory bodies. This would include co-operation with the Local Government & Social Care Ombudsman in relation to concerns raised across all areas.
8. Undertake the statutory role of Complaints Manager for Children's Social Care complaints in accordance with The Children Act 1989 Representation Procedure (England) Regulations 2006.
9. Be an effective and engaged member of the management team responsible for shaping the future development and delivery of complaints while being accountable for specific areas of work.
10. Report through Council governance structures on complaints compliance including providing and presenting regular reports to Members regarding complaints.
11. To work with Directorates to assess needs and also recognise good practice which may be shared to the benefit of the other areas of the Council.
12. Contribute to an employee/stakeholder awareness programme to support compliance and promote greater understanding of complaint handling and management. Ensure that the programme is responsive to change and emerging challenges.
13. Contribute to or manage audit or quality assurance processes to assess the Council's compliance and ensure that the appropriate managerial and operational processes and procedures are in place across the Council to ensure compliance and reduce risk.
14. Monitor, be aware of and advise on the implications of new legislation, statutory guidance and policy developments in complaints handling and associated areas. Analyse the impact on existing Council Policies and Procedures to identify and reduce risk and promote best practice.
15. To investigate and report on emerging topics or issues of strategic importance and work with affected services to develop appropriate action plans in response

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To prepare Committee or other reports as appropriate.
- 3 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Assistant Director – Information, Customers and Communities (or nominated representative) in consultation with the post holder (and if she/he wishes, with his/her trade union representative).
- 4 To provide relief cover for colleagues to ensure continuity of service.
- 5 To deputise for Head of IG and Data Protection Officer.

Job Description prepared by _____ Date _____

Agreed by Post holder _____ Date _____

Supervisor/Line Manager _____ Date _____

Assistant Director _____ Date _____

Rochdale Borough Council Person Specification

Service :	Information, Customers & Communities	Post:	Customer Feedback Manager
Section :	IG Unit	Post Number :	CUCAD0000002
Job Ref:		Grade:	8

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Essential criteria		How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1	Are you able to work occasionally outside of normal offices hours? Some out of hours working and attendance at evening meetings.	AF
(b) Qualifications and Experience		
2	Do you have an appropriate management qualification or please give details of your significant equivalent experience?	AF,I Production of certificate at interview (if applicable)
3	Please provide evidence of strong subject matter expertise and the provision of direct casework advice in a complaints environment.	AF//A Presentation or Assessment
4	What experience do you have of investigating complaints to provide a response and improve services or put things right?	AF/I
5	What experience do you have of developing/managing robust monitoring and reporting systems to ensure legislative or other compliance while building an evidence base for decision making and reporting?	AF/I
6	What is your experience of the management and development of staff?	AF/I
7	What experience do you have of working with a range of internal and external stakeholders to work collaboratively, manage and implement change, working flexibly and developing innovative approaches?	AF/I
(c) Skills and Knowledge		
8	How do you approach knowledge management, research and analysis to make recommendations, implement improvements to practice or to support your own development?	AF/I
9	Please evidence your self-motivation and the ability to deal with a demanding workload and deliver consistently to deadlines	AF/I
10	Please evidence your excellent written and verbal communication and presentation skills, including the ability to write high quality reports and briefings in a clear style for different audiences	AF//A Presentation or Assessment
11	How do you provide support and guidance to others to assist in the resolution of problems whilst taking responsibility for decisions made?	AF/I
12	Please evidence your organisational & time management skills, the ability to prioritise work and the ability to delegate.	AF/I
(d) Behaviours and Values		
13	Approach the job at all times using the values set out in the Rochdale Way:	AF/I

<ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>		
Desirable criteria		How Identified: AF Application Form I Interview A Assessment
(e) Qualifications and Experience		
14	What is your experience of working in a complex organisation including working effectively with staff at different levels?	AF
(f) Skills and Knowledge		
15	What experience do you have of developing and providing training and support?	AF