

SEFTON COUNCIL

JOB DESCRIPTION

Department: Strategic Support

Location: Magdalen House

Post: Corporate Complaints Manager

Grade: Grade K

Accountable to: Policy and Compliance Service Manager

Accountable for: Accountable for process adherence and customer outcome performance, taking the lead role in ensuring correct measures are in place across the Council to assess customer experience through the complaint management process.

JOB PURPOSE

A key role working with the Executive Leadership team, Senior Leadership Board (SLB) and Senior Managers, to make a significant difference in relation to way the council manages and resolves complaints that is sustainable, improves the number of complaints resolved first time, increases satisfaction amongst complainants, and improves staff engagement with the complaints process.

You will lead on policy development and setting standards across the council for complaints management, maintaining a systemic overview, providing challenge, assurance, and reporting performance corporately.

You will support the delivery of the Council's 2030 Vision and the transformation programme ambition to deliver continuous improvement in customer experience through the complaint management process, leading to better outcomes for residents.

MAIN DUTIES

1. Provide direction, strategic leadership and strong management to shape the complaints management function and form across the council, ensuring that the process is accessible, that staff know where to access the complaints policy, and know the correct steps to follow and advice to give to those asking about it.
2. Lead a diverse, multi-faceted complaints operation, providing strategic and operational support, and driving the performance across multiple services, to ensure that customer concerns are dealt with early, and to agreed standards.
3. Assess and evaluate the internal and external environment and factors that influence the performance of the complaint management process across the

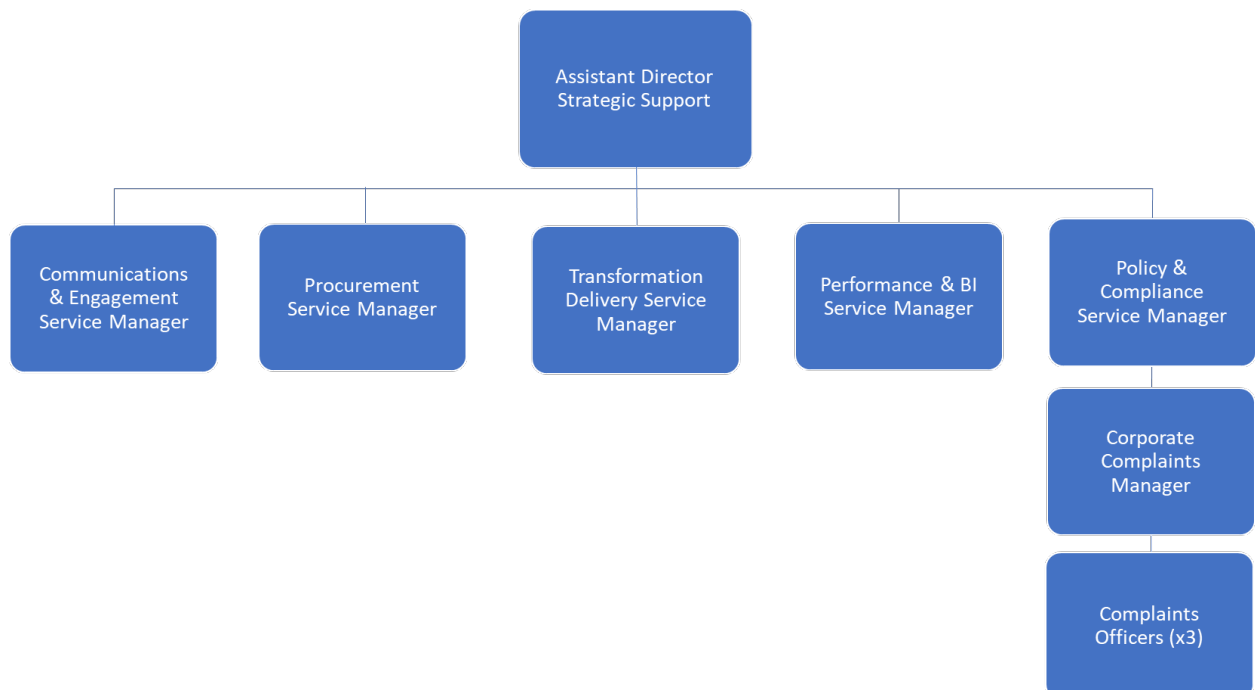
council. Using this information, develop improvement plans for complaints management aligned to the Council's Vision, Core Purpose, Values, and Corporate Plan, with SMART goals and measurable objectives, and the intention of recovering, building, and maintaining customer satisfaction.

4. Implement best practice complaints management procedures across the breadth of the council services, creating ways of working, policies, procedures, and standards to deliver consistent quality and expected performance.
5. Be an ambassador for the council value of 'putting people at the heart of what we do' and show a commitment to continuous improvement by ensuring that the councils' approach to complaints management is user-focused, open and non-defensive and drives a change which fosters empathy and encourages early resolution of customer issues in a fair, timely and efficient manner.
6. Lead on designing change to policy and processes that present opportunity to address barriers to communication, and support stronger collaborative working between complainants, customer relations teams, service managers and operational teams.
7. Systematically change the way that the council manages complaints by encouraging verbal acknowledgement and discussion of issues raised at the outset of a complaint, alongside routinely offering a meeting with relevant staff, to provide a more responsive and supportive service to complainants.
8. Boost de-escalation of issues by introducing processes that allow complaints to be dealt with on the spot, identifying issues by talking to people opposed to interpreting written complaints, and referring concerns to appropriate managers for action, particularly when it relates to on-going care.
9. Lead others to show compassion and to encourage open discussion in the management of existing complaints, deconstruct barriers and promote participation, involvement, and transparency to aid positive renewal of relationships between complainants and the council.
10. Lead the charge to improve the early resolution of complaints through personal engagement, building relationships with individuals and departmental teams directly involved in the complaint management process, winning hearts, changing mindsets, and helping those employees buy into new processes and to take ownership of change.
11. Ensure organizational consistency in tone and language in the response to complaints, introducing standards to ensure that responses are clear, succinct, focus on agreed issues, apology, remedial actions, and resolution using polite, non-emotive, respectful, and non-judgmental language so that complainants understand the explanation, apology, or outcome effortlessly.
12. Undertake regular quality assurance checks across all departments for complaints management. Challenge underperformance by investigating and getting to the root of operational challenges, and provide advice, guidance, support, and training to managers and staff at the forefront of dealing with complaints to recover performance standards.
13. Report performance regularly to the Executive team and Chief Executive, identifying areas of improvement in standards and timeliness, and highlighting

any underlying or systemic problems that can inform learning and drive improvement.

14. Act as a council designated 'link officer' and single point of contact for Ombudsman enquiries and casework. Lead on ensuring timely and proactive response to the Ombudsman's enquiries and ensure any Ombudsman recommendations are acted on.
15. Attend and contribute to meetings with peers, through forums which allow for sharing good practice for the complaint management process and improving customer satisfaction.
16. Maintain and develop partnerships within and outside of the Authority. Work corporately as well as collaboratively with a wide range of departments, communities, partners and other agencies, building relationships that foster trust and have collective integrity and responsibility for service delivery and outcomes.
17. Contribute to the review and development and/or change of Council IT systems used for administration of the Complaints Management Process. Participate in system design, development, testing, and implementation activities as appropriate.
18. Manage the production of confidential reports, correspondence and other relevant documentation on behalf of Senior Managers, including the exchange of sensitive information with external agencies when appropriate.

ORGANISATION CHART



SPECIAL CONDITIONS

Work outside normal hours may be required from time to time.

A flexitime scheme is currently in operation.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act, 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are, therefore, not entitled to withhold information about convictions, which for other purposes are 'spent' under the provisions of the Act, and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

This post is designated as a Casual Car User. Casual car user allowance will be paid as appropriate.

GENERAL

New entrants to Local Government Service will be required to satisfactorily complete a six-month probationary period.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its' grading.

All staff are responsible for the implementation of the Health and Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure that appropriate improvements are made where necessary.

Since confidential information is involved, the post-holder will be required to always exercise discretion and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The Authority has approved a policy on Equal Opportunities in Employment and copies are freely available to all employees.

Prepared by:

Name Wayne Leatherbarrow.

Designation Service Manager.

Date September 2025

Post:	Corporate Complaints Manager	Post No.	305126
Department:	Strategic Support	Division:	Policy and Compliance

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<u>Personal Style and Behaviour</u> Function as a role model to peers and demonstrate leadership. An inclusive team worker, able to work with others and in a collaborative manner with respect and consideration for the skills of others. Constructively challenge inappropriate behaviour Initiative-taking, proactive, optimistic, and enthusiastic with the ability to respond to challenge and not to be discouraged.	E E E E	AF/I AF/I AF/I AF
<u>Other Requirements</u> Evident commitment to personal continued Professional Development.	D	AF/C

Prepared by: Wayne Leatherbarrow

Date: September 2025

AF = Application Form
I = Interview
C = Certificates
P = Presentation