



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Children's Services Customer Relations Manager
Job Reference	TBC
Service	Children's Services - Quality Assurance and Safeguarding
Team	Customer Relationships
Location	Shute End
Reports to	Head of Service Quality Assurance and Safeguarding with matrix management to the Head of SEND
Responsible for	
Grade	10
Contract Type	Permanent
Hours	Full-Time, 37 hours per week

Main Accountabilities	
1.	To be responsible for the strategic development, delivery and operational management of the Children's Services Complaints Framework across Children's Social Care and SEND.
2.	Act as the lead / point of contact for SEND & Social Care customer (parents/carers) care's operation arrangement, its standards and quality, SEND & social care related complaints, MP and Councillor enquiries, LGSCO investigations.
3.	Ensure compliance with statutory complaint timescales at each stage.
4.	Provide leadership, advice, training, support and guidance to teams around effective complaints handling including the development of a comprehensive culture and learning offer to support.
5.	Develop systems that use insight from complaints, compliments and customer feedback to further improve, policy, practice, systems and culture providing regular feedback across the workforce and wider senior management team.
6.	Responsible for the collation and presentation of key metrics and performance indicators to measure how the effectiveness and responsiveness of services to complaints and customer relations.
7.	Working closely with complementary services such as the Local Offer Coordinator, CAN Network, SEND Voices and SENDIASS to ensure that there is complementation of resource rather than duplication.





8.	Effective performance management and quality assurance of complaints to ensure continuous improvement and to support team development.
9.	Acting as subject matter expert across SEND - providing specialist advice and input around complaints handling.
10.	Championing open and honest communication with key stakeholders, including events in the community, 'Drop In' sessions & webinars.

Person Specification	Essential	Desirable
Education/Qualifications	Degree-level, equivalent relevant professional qualifications or expertise	Management qualification
Experience	<p>Evidence of continuous personal and professional development.</p> <p>Experience of effective partnership working and stakeholder management, to obtain desired outcomes for customers.</p> <p>Experience of identifying, developing and delivering opportunities for improving the service and customer experiences.</p> <p>Following good practice principles around equality, diversity and inclusion in complaints handling.</p>	
Skills/Knowledge	<p>Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel</p> <p>Excellent written and verbal communication skills with an ability to vary style to meet the needs of the audience</p> <p>Ability to analyse management data and communicate to groups, including recommending appropriate action where necessary</p> <p>Ability to use customer feedback and outcomes from complaints to provide intelligence and insight to inform improvements in customer experience</p> <p>Significant understanding of the political landscape, legislative frameworks, and regional and national drivers surrounding the work of the SEND</p>	<p>An understanding of large, complex and political organisations</p> <p>Experience of championing own ideas and obtaining commitment to allow them to be delivered</p> <p>Experience of benchmarking good practice around complaints handling</p>
Behaviours/Attributes	<p>Strong communicator both verbally and in report writing to various of audiences including members of the public, the wider workforce, senior leaders and external agencies.</p> <p>Ability to work as part of a team and independently. To be a self-starter and</p>	





	<p>problem solver often managing complex situations.</p> <p>Visible presence and expertise to the workforce and senior leadership team.</p>	
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Purpose Details	
Service Purpose	Management of Customer Care and Complaints Processes
Role Purpose	<p>To lead the Children's Services complaints and Representation Procedures and to ensure that the department meets its statutory duties in respect of complaints and representations under the Children Acts 1989 and 2004 and other relevant legislation. This includes children's social care and complaints relating to Special Educational Needs (SEND).</p> <p>To act as an adviser on all related issues and promote good customer services and provide a timely and resolution-focused approach to complaints.</p> <p>To develop and lead a culture of continuous customer engagement and feedback ensuring children social care is an open, transparent and honest learning organization by using complaints activity to promote service improvement, learning and development.</p>

Supervision and Relationships	
Supervision Received	Reporting to the Head of Service
Supervision Given	None
Contacts	<p>Parents / carers, children & young people (up to age 25)</p> <p>Key stake holders and partner agencies across education, health & care</p> <p>Local Government & Social Care Ombudsman (LGSCO)</p> <p>Local Councillors & MPs</p>

Resources/Budget Management





- No direct budget but influence over large areas of practice and operations, including cost avoidance of complaints costs and awards

Special Requirements

Enhanced DBS children & adults

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N





Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	N
Work Environment Details	

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks

Evaluation Declaration	
Date of Evaluation:	10/10/2025
Evaluated by:	

