



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	Adult Social Care Customer Relations Manager
Service	Business Change & Customer Experience
Team	Customer Relations
Location	Hybrid - Shute End and Working from Home
Reports to	Corporate Complaints Manager
Responsible for	Customer Relations Officer (ASC)
Grade	G10
Contract Type	Fixed Term Contract - 24 months
Hours	Full-Time

Main Accountabilities	
1.	Responsible for all Adult Social Care (ASC) Corporate complaints and those that fall under the Local Authority Social Services and National Health Service Complaints Regulations 2009. To investigate and respond to complaints, oversee investigations by other managers including the strategic development, delivery and operational management for all complaints, compliments and feedback to the ASC Service.
2.	Act as the lead point of contact for Adult Social Care complainants , service users, carers, representatives/advocates, MP and Councillor enquiries and ASC LGSCO investigations.
3.	Ensure compliance with statutory complaint timescales in line with the Local Government Social Care Ombudsman (LGSCO) guidance.
4.	Provide, advice, training, support and guidance as the subject matter expert to ASC teams around effective complaints handling including the development of a comprehensive culture and learning offer to support.
5.	Develop 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 production of the Annual ASC complaints report. Presentation of key metrics and performance indicators to measure how the effectiveness and responsiveness of services to complaints and customer relations.
7.	Co-operate with service teams , commissioned providers, and partner organisations (including NHS bodies) to coordinate multi-agency complaints, share relevant information appropriately, and provide a single, coordinated response.





	Effective performance management and quality assurance of complaints to ensure continuous improvement and to support service development.
8.	Championing open and honest communication with key stakeholders, including events in the community, 'Drop In' sessions & webinars.
9.	Undertaking any other reasonable duties as required, including providing support with HR processes and procedures to ensure the smooth operation and administration of the ASC service.

Person Specification	Essential	Desirable
Education/Qualifications	Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude)	
Experience	<p>Experience of investigating complex complaints including fact-finding, sense-making, drafting transparent evidence backed responses.</p> <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>	<p>Previous experience working in an Adult Social Care environment and or Complaints handling.</p> <p>Working knowledge of the ASC statutory complaints framework and LGSCO expectations.</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>Ability to handle sensitive / emotive cases with resilience and professionalism.</p> <p>Significant understanding of the political landscape, legislative frameworks, and regional and national drivers surrounding the work of ASC.</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> <p>Experience producing senior-level reporting: themes, root causes, risk, recommendations, action tracking.</p>
Behaviours/Attributes	Highly effective communicator both verbally and written to various audiences including members of the public the wider	





	<p>workforce, senior leaders and external agencies.</p> <p>Ability to work as part of a team and independently. To be a self-starter and problem solver often managing complex situations.</p> <p>Visible presence and expertise to the workforce and senior leadership team.</p>	
--	---	--

Purpose Details	
Service Purpose	Management of Customer Experience, Data Insight and Complaints Processes
Role Purpose	<p>To lead the ASC Services complaints and Representation Procedures and to ensure that the department meets its statutory duties in respect of complaints and representations under the Care Act, LGSCO and other relevant legislation.</p> <p>To act as an adviser on all related issues and promote good customer experiences 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 adult social care is an open, transparent and honest learning Directorate by using complaint, feedback and compliments to promote service improvement, learning and development.</p>

Supervision and Relationships	
Supervision Received	Post holder expected to be able to lead self, including personal organisation and accountable for their service area. Strategic guidance provided by ASC Service Senior Management Leadership team & Corporate Complaints Manager.
Supervision Given	Effective supervision to direct report
Contacts	<p>Internal relationship management with stakeholders at all levels including Directors, Service Directors and Heads of Service.</p> <p>Cross sector working with other Local Authorities</p> <p>Service users/ carers & representatives/advocates</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 checks for 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	Y
Lone Working	N
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)	N
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	N

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	Y
Both of the Above	N
Providing Care/Supervision for Children	N





Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)		Details
DBS Requirement	Yes - 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
N/A

Evaluation Declaration	
Date of Evaluation:	05/02/2026
Evaluated by:	HR Team

