

Part A - Grade & Structure Information

Job Family Code	10PCS	Role Title	Assistant Manager - Customer Relations
Grade	PS9	Reports to (role title)	Customer Relations Manager
		Directorate / School	Children Families and Lifelong Learning
JE Band	314-370	Service / Department	Quality and Performance
		Date Role Profile was created	

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To review requests for escalation through the Complaint Process. Investigate the complaints with support by an Independent Person if applicable under the Children Act 1989 Representation (England) Regulations 2006 and supporting guidance contained within Getting the Best from Complaints 2006. Investigate complaints at the second stage of the Corporate Complaint process where the Statutory or Children Act complaint process does not apply. Provide support and guidance to Customer Relations Officers. Assist the Customer Relations Manager to meet business needs.
Work Context	This is a customer facing role within the Children's Customer Relations Team. Working as part of a small team you will liaise directly with families, operational services and senior staff to ensure complaints and enquiries are dealt with efficiently. You may be required to travel around the county to meet the needs of the role.
Line management responsibility if applicable	Will manage a small team
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management - Identify opportunities and risks associated with the service and escalate / report to management. - Investigate concerns, complaints and safeguarding issues to promote satisfactory and positive outcomes and protect vulnerable members of society. Service Development - Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service. Planning & Organising - Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. - Contribute to service plans and plan staff resources to maintain operational delivery of services. Finance/Resource Management - Assist with budget/resource/funding management in accordance with the organisation policies and procedures. Work with others - Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery. - Work in partnership with service users, their families/carers. People Management - Line manage and/or supervise, guide, advise and mentor less experienced or non-professionally qualified staff on casework and provision of care services, making sure that staff act in accordance with procedures and good practice. Assist in the development of staff and in the timely provision of services. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area. • High level working knowledge of relevant legislation, procedural frameworks and practice standards in a specialised area of practice. • Able to assess, plan and review appropriate support. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff. • Understanding of the principles of confidentiality and information governance and how these apply to social care. • Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Degree qualified, or significant relevant experience in investigation and customer relations fields. Able to evidence knowledge and understanding of the principles of investigation work. Able to evidence knowledge and understanding of Safeguarding children and vulnerable adults. Able to evidence knowledge Data Protection and GDPR. Proven written and oral communication skills. Interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners. Strong organisational skills and the ability to compile performance and quality data reports. Knowledge and understanding of relevant business disciplines such as finance, HR, communications.
Role Summary	Roles at this level may manage a small team delivering specific front line services and/or will be an experienced professional assessing and managing a complex caseload supporting consistency and standards of practice, in a defined service or geographical area. They will require a professional qualification and experience or extensive practical experience. They usually work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead although the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.