

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PE	Role Title	Customer Relations Manager, Children, Families and Lifelong Learning (CFL)
Grade	PS11	Reports to (role title)	Head of Customer Engagement
		Directorate	Children, Families and Lifelong Learning
JE Band	439-518	Service	Quality Relationships
		Team	Customer Engagement
		Date Role Profile was created	Nov-18

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	Manage and develop the CFL Customer Relations team, overseeing representations and enquiries across Children's services, engaging and consulting with key stakeholders across the council and external partners, to support business efficiency and service improvement. Lead a culture of problem solving and early resolution and ensure robust high quality responses to complaints/representations and MP/Elected Member enquiries within statutory timescales and/or council policies. Provide regular evidence-based volume and trend reports to senior manager teams and boards, and brief upwards on particular risk issues arising from complaints and enquiries. Engage with the Local Government and Social Care (LGSCO) Ombudsman to promote early identification and resolution of issues. Ensure learning from complaints/enquiries is fed into performance management and quality assurance systems to enhance service delivery. Contribute to the design and delivery of training in effective complaint handling for CFL staff. Fulfil the statutory DCO (designated complaints officer) role set out in the statutory guidance 'Getting the Best from Complaints'
Work Context	The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions. The Customer Relations Manager works closely with operational managers, elected representatives and representatives from a range of public sector bodies using information to identify risks so that improvement action to be taken at the earliest opportunity. In addition to managing a number of Customer Relations Officers the role also manages a 'pool' of independent people; investigating officers etc, allocating to specific cases. Team Managers instil in all of their services an ethos of personal accountability in providing high quality services and improving the lives of children and young people. They forge positive and beneficial relationships with partners to ensure the integrated delivery of services and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds.

Line management responsibility if applicable	Up to three direct reports, with a total team size of up to 15 plus a 'pool' of independent people; investigating officers.
Budget responsibility if applicable	Staffing and sundry budget up to £900,000.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and to develop and implement agreed strategy. • Contribute to the development of and implement initiatives to generate income and stimulate public interest. Planning & Organising • Develop and implement plans for own area and contribute to longer term service planning. • Lead, develop and coordinate projects to high professional standards and best practice. Analysis, Reporting & Documentation • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. Finance/Resource Management • May monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget. Work with others • Liaise internally and externally, developing relationships to enhance service delivery and to assist in promoting and coordinating initiatives. People Management • Manage a defined team or area providing clear organisation, direction and development. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. 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: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent professional qualification, or able to demonstrate equivalent work experience, plus substantial experience at management level in specialist area. • Thorough knowledge of the service/functional area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Knowledge and awareness of broader contextual factors affecting wider service delivery. • Thorough understanding and experience of project management. • Ability to manage budgets in accordance with financial procedures. • Strong written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	In depth knowledge of national legislative and policy agenda for Children's and SEND Services, including regulation of children social care and additional needs services Proven ability to interpret and analyse information and formulate and present reports and recommendations. Ability to effectively manage Children's services and Education complaints/enquiries. Excellent organisational and planning skills. Significant experience of working directly with children and young people in a social care or similar setting. Experience of managing a social care team or project. Proven experience of working with public sector bodies and elected members. Enhanced DBS Clearance. Willingness and ability to travel around county and work outside normal office hours.
Role Summary	Roles at this level typically have significant management responsibility for a large team delivering a public facing service for the benefit of the residents of Surrey, and/or will provide professional, specialist or high level technical advice, direction and input in a specialised activity. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective working relationships and promoting and raising awareness of their service. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they are likely to contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.
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