

Role Profile

Part A - Grade & Structure Information

Job Family Code	8CLES	Role Title	Complaints and Resolutions Officer
Grade	PS8	Reports to (role title)	Complaints and Resolution Manager.
		Directorate / School	Education and Lifelong Learning
JE Band	269-313	Service / Department	SEND
		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	The role holder will help to ensure that Surrey County Council provides an excellent service in relation to the complaints and customer relations procedures. They will support the delivery of a solution focused, customer orientated service model with the aim to reduce escalations to MP, Cllr and Local Government Ombudsman as well as parental recourse to SENDIST. The role holder will need to work collaboratively with the SEND and Tribunals team as well as the Mediation and Dispute Resolution Team, across Directorates and partnerships. The role holder will have specialist SEND knowledge and have the ability to manage and support difficult conversations. They will have strong organisational and time management skills to support Surrey's response to complaints and tribunals in a timely manner. An understanding of SEND legislation and Government Policy, excellent communication and relational practice skills will be key for interacting with colleagues, members of the public, and other stakeholders. They will have the ability to problem solve, analyse information to identify key themes and work in a solution focussed manner to support resolutions. Ideally with experience of SEND casework and statutory processes. Bringing a strong customer focus to the team, you will ensure that parents, carers, children and young people are made fully aware of their rights to contribute to the SEND processes and that they are advised of appeal and dispute resolution processes available to them. Excellent inter-personal skills and ability to develop effective and positive collaborative working relationships with a range of colleagues and members of the public. Proven track record of managing responsibilities, strong time management and organisation skills. The role holder will be line managed by the SEND Tribunals and Complaints (Customer Relations) Service Manager.
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Work Context	The SEN Management Team operates in a fast paced, complex interpersonal environment involving children and young people with high level and complex special educational needs, their parents/carers, schools and other professionals requiring an enhanced level of communication skill and strong case management. The SEN Management Team administers and is responsible for statutory functions on behalf of the Authority and has significant contact with members of the public and other professionals from within and outside of the County Council, approximately 408 schools and other settings. There are four SEN Management Teams who cover the four areas of the County (NW, NE, SE, SW), working across 11 Boroughs and Districts, and each will need to manage crucial interfaces with the support services, Children's Service and the Corporate Parenting Team, as well as maintaining excellent multi agency working. A proportion of the role may be being a first point of contact for with parents, schools, parental appointed legal representatives and other professional bodies. The Complaints and Resolutions Officer will provide key support to ensure that our data recoded and accurate across a variety of data bases and will be able to provide accurate date to inform high level reporting.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	No direct budget allocation
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Support delivery • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. Planning & Organising • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3rd parties with organisation requirements. Work with others • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Liaise, communicate and build relationships with other departments, parents, partner organisations, agencies and/or contractors. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Escalate issues as appropriate. Resources • May be required to maintain specialist equipment, systems and software. • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. Analysis, Reporting & Documentation

	• Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. 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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. The Core National Standards for Supporting Teaching & Learning: To understand and carry out role in line with agreed standards, expectations & qualifications. Contribute to and influence children's learning and personal development. To have regard to and comply with safeguarding policy and procedures.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Competent in a range of IT tools. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Educated to A level minimum / equivalent training / experience of SEN knowledge and experience, namely Code of Practice and Children and Families Act 14. Highly developed presentational skills, particularly in relation to report and letter writing with evidence of ability to summarise complex information in written form. Excellent advocacy, time management and organisation skills. Excellent inter-personal skills and ability to develop effective and positive collaborative working relationships with a range of colleagues, and members of the public. Effective use of IT. Proven track record of managing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary environment. Experience of SEN casework and statutory processes. A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems. Willingness to accept accountability for the management of risk. Ability to travel, preferably car driver with current, clean driving licence valid for use in the UK. Role holder will have a willingness and ability to travel around the county to meet the demands of the role.
Role Summary	Roles at this level may manage a straightforward operational activity or small team or provide specialist support services. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with parents, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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