

Corporate Customer Feedback

Lead

JE Code:JE1110

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service** | Customer Service |
| **Reports to:** | Corporate Customer Service Manger |
| **Job Family** | Professional and Technical |
| **Grade:** | G |
| **Political restricted** | Y |
| **Date:** | September 2023 |

**Key Deliverables**

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| **1.** | To develop and implement a policy framework for the management of customer feedback, including formal complaints, across the organisation to ensure compliance with statutory requirements relating to specific services (e.g., objectives 2,3,4) and to ensure an effective corporate approach to customer feedback regarding all other services in line with guidance from regulatory bodies including the Local Government and Social Care Ombudsman. |
| **2.** | To ensure that statutory requirements for the management of customer feedback in relation to Children’s Social Care are complied with through the development and management of policy and procedure in line with the requirements of The Children Act 1989 Representations Procedure (England) Regulations 2006 ensuring that any safeguarding issues raised through the complaints process are promptly identified and referred. |
| **3.** | To ensure that statutory requirements for the management of customer feedback in relation to Adult’s Social Care are complied with through the development and management of policy and procedure in line with the requirements of The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 ensuring that any safeguarding issues raised through the complaints process are promptly identified and referred. |
| **4.** | To ensure that statutory requirements for the management of complaints from tenants regarding the Housing Service are complied with through leading the tenant’s complaints panel and the development and management of related policy and procedure in accordance with the requirements of the Localism Act 2011. |
| **5.** | To develop and embed a culture of valuing customer feedback across the organisation, through delivering training and communications including proactively identifying and publishing lessons learnt and service improvements to ensure the effective implementation of the customer feedback policy framework. |
| **6.** | To ensure procedures are in place to capture customer feedback provided to councillors and to support members with accessing the formal complaints process where appropriate. |
| **7.** | To develop comprehensive reporting to the Corporate Leadership Team and elected members on themes arising and lessons learnt from customer feedback across the organisation |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Degree level or equivalent professional qualification or professional experience |
| **2.** | Evidence of understanding the nature and sensitivities of working within local government, or within organisations partnering local government |
| **3.** | Demonstrates an understanding of the relevant legislation in relation to customer feedback including The Children Act 1989 Representations Procedure (England) Regulations 2006, The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, The Localism Act 2011 and guidance from regulatory bodies including the Local Government Ombudsman and the Housing Ombudsman. |
| **4.** | Demonstrates ability to communicate clearly and effectively both verbally and in writing. Written communication demonstrates a professional style and a high level of attention to detail. |
| **5.** | Ability to plan and prioritise work and deliver to deadlines |
| **6.** | Able to directly line mange, supervise, motivate and co-ordinate the work of others, |

Job Family 

Professional/Technical

Grade G

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

### The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day-to-day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.