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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Specific Role Profile**

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| **Post Title** | Performance & Complaints Support Officer | **Post No** | ST390 |
| **Directorate** | Resources | | |
| **Division** | Business Intelligence and Improvement | | |
| **Band and Salary** | Band D £30,296 to £34,834 per annum. Incremental progression is subject to performance | | |
| **Contract Type** | Fixed term contract or secondment for a period of 12 months | | |
| **Responsible to** | Customer Relations Manager | | |
| **Location** | Council House, Solihull / Hybrid | | |
| **DBS Check** | Not Applicable | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Special Conditions** | None |

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| **Role Purpose** |
| Under the direction of the Customer Relations Manager, the Performance & Complaints Support Officer’s job is to work as part of a flexible team in forward planning, organising and co-ordinating a range of business planning, performance and quality assurance tasks. The job includes dealing with internal / external customers to secure quality responses to complaints within set deadlines and timescales and within specific protocols and statutory legislative requirements. |

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| **Role Responsibilities** |
| * To support the team in dealing with and responding to a caseload of individual complaints from external customers / service users, including adults at risk and children & young people, from first contact through to completion within specific timescales, assuring quality of responses * To work as a flexible and effective member of the performance & complaints team in delivering a range of support services in measuring and reporting on outcomes from Quality Assurance, business planning, performance, and responding to statutory / non-statutory complaints. * To raise purchase orders and check invoices to commission independent complaint investigators following Council’s procedures and financial regulations. * To support the development and maintenance of forward plans to organise and co-ordinate activities in line with the Council’s Framework. * Support the development of and maintain processes, systems and procedures to support the Council’s approach to performance & complaints. * Gather, store, monitor and organise information, both qualitative and quantitative, from a range of sources to inform needs assessments, commissioning, evidence for internal / external Ofsted inspections and LGA (Local Government Association) peer reviews. * Analyse various types of data and information and produce accurate performance monitoring reports in a range of formats. * To gather, analyse and compare benchmarking and trend information to support the Council’s annual target setting processes & measuring outcomes to inform strategy and decisions in relation to services. * To produce monitoring reports, quality assurance action plans, project plans and other documents in a range of formats using a variety of software available, including Word, graphical, spreadsheet, charts, powerpoint and others. * Develop and maintain positive relationships with internal colleagues, including Heads of Service and external partners, in order to support and promote the team’s commitment and outcomes based culture of quality assurance, business planning and performance and customer / service user feedback * Any other appropriate duties, as and when required. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Level 3 qualification (e.g. A-levels, OND, NVQ3 etc)  OR  The ability to demonstrate relevant experience and knowledge in a business or local government environment to carry out the full range of duties. | Business administration qualification | Application form  Qualification Certificates |

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| **Experience & Knowledge** | Experience of dealing with difficult situations or customers in a confident and sensitive manner. |  | Application form |
| Experience and knowledge of performance or quality assurance frameworks and national local authority inspection regimes. |  | Application form |
| Experience of analysing and interpreting qualitative and quantitative performance information. |  | Application form |
| Experience of working in a team, demonstrating flexibility and contribution to team effectiveness. |  | Interview |
| Experience of applying procedures and following specific processes. |  | Interview |
| Experience of working with minimal supervision in forward planning, prioritising a workload and delivering tasks to specific deadlines and timescales. |  | Interview |
| Knowledge of Data Protection and Freedom of information. |  | Interview |

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| **Skills & Abilities** | Interpersonal skills and able to develop and maintain effective relationships with internal /external customers. |  | Test  Interview |
| Communication skills and able to interpret and exchange information clearly and sensitively, both verbally and in writing. |  | Application  Test  Interview |
| ICT skills and able to use a range of Microsoft Software (or similar), including Word, Excel and databases |  | Application |
| Ability to use initiative and problem solving skills |  | Test  Interview |
| Able to negotiate and influence others to ensure delivery within specific timescales. |  | Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Trust and Respect -**You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions. | Interview |

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| **Compiled/Reviewed by** | Karen Millard, Customer Relations Manager |
| **Date** | June 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.