



Job Profile

JOB TITLE:	Complaints and ME's Manager
GRADE:	POC
POST NO:	1775117751
JOB TIER:	TBC
DBS CHECK:	Not required
DIRECTORATE:	Corporate Services
SERVICE:	Resident Hub

REPORTING STRUCTURE

Reports to:	Head of Resident Hub
Direct Reports:	Up to 5
Indirect Reports:	Up to 20

ROLE PURPOSE:

Management of the Complaints & Members Enquiries team, ensuring agreed team plans and performance targets are delivered and that a culture of putting our residents first is maintained. Lead the Council's central function for corporate complaints and Members Enquiries, ensuring statutory compliance and excellent resident experience.

Job Description

1. Resident & Community Contribution

- Champion the Council's Customer Care Standards and ensure all responses are clear, fair, accessible and timely – keeping residents informed and resolving issues at the earliest opportunity.
- Embed learning from complaints and Ombudsman decisions to improve services and outcomes for residents.
- Promote transparency through accurate disclosure, robust redaction, and clear explanations of decisions.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- To be responsible for the selection, development and performance of the Complaints and Information Governance team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Provide direction, coaching and regular 1:1's; implement fair workload allocation and wellbeing support in a high-volume, deadline driven environment.
- Manage performance and capability in line with HR policies; recognise good performance and address issues promptly.

3. Operational Service Delivery

- Oversee end-to-end handling of all complaints & Members Enquiries, – from triage and scoping to response, review and learning.
- Ensure consistent application of legislation and secure information handling.
- Manage escalations, including to the **Local Government, Social Care Ombudsman and Housing Ombudsman** and complex Member or MP cases; coordinate evidence, briefings and remedy/learning actions.

- Maintain robust quality assurance, templates and guidance; ensure clear audit trails and defensible decision-making.
- Use the case management systems to manage workflows, SLA timers, dashboards and disclosure logs; promote digital efficiency and automation where appropriate.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Keep policies, procedures and templates up to date; brief services on changes in legislation, Ombudsman/ICO guidance and local learning themes.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Track and verify completion of learning actions arising from complaints, Ombudsman decisions, internal reviews and ICO feedback.

- Benchmark against peer councils and share best practice across the organisation.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- External: Residents, elected Members and MPs/their offices, LGSCO, Housing Ombudsman Service, ICO, partner agencies/contractors, Ombudsman investigators, external auditors and networks.
- Build constructive relationships to secure timely information, resolve cases and embed learning.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- **On-time response rates:** Complaints, & Members Enquiries.
- **Quality/learning:** QA scores; internal review/appeal rates; uphold rates; LGSCO and Housing Ombudsman outcomes and compliance with remedies; proportion of actions completed to time.
- **Resident experience:** Satisfaction with clarity, fairness and timeliness; re-contact/re-open rates.
- **Operational health:** Aged caseload; backlog clearance; average cycle time; caseload per FTE; staff wellbeing/engagement indicators.
- **Compliance & risk:** Data breach incidents, ICO referrals, successful challenges/tribunal outcomes.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to degree level or able to demonstrate equivalent professional experience. Evidence of CPD relevant to complaints handling, information governance or customer service leadership.	✓	
Management/leadership qualification.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Strong practical understanding of corporate/statutory complaints frameworks, and Members Enquiry protocols. Commitment to safeguarding, equality, diversity and inclusion, and to Hillingdon's Customer Care Standards.	✓	
Experience preparing responses to the LGSCO		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Significant experience leading a customer facing, casework or regulatory service in a complex setting-facing, casework or regulatory service in a complex setting	✓	
Proven team leadership and performance management	✓	
Demonstrable handling of complex complaints and, Members Enquiries	✓	
Delivering service improvements using KPIs and embedding learning across services.	✓	
Experience in implementing or optimising case management systems and dashboards.		✓
Experience in Project/change management and training delivery		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Excellent written and verbal communication; ability to draft clear, accessible responses and reports.	✓	

Strong analytical and risk-based decision-making; confident interpreting legislation and applying exemptions/redactions.	✓	
Political awareness and discretion; able to manage sensitive, multi-party issues	✓	
Strong organisation and prioritisation to meet statutory deadlines.	✓	
Ability to build effective relationships and influence at all levels	✓	
. Data-literate: trend analysis, insights and reporting that drive improvement	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.