

City of Edinburgh Council job description

Post title	Team Leader - Complaints
Directorate	Children, Education & Communities
Service	Performance, Quality & Improvement
Responsible To	Service Manager
Number of post holders	1

Purpose of job

You'll lead a team responsible for complaints across the Children, Education & Communities Directorate.

You'll be accountable to the Service Manager for the management, professional oversight and organisation of a team of professionals offering an effective and efficient complaints service, providing professional leadership, support, and direct supervision to the team.

The what - major tasks and job activities

1. To investigate and respond to client complaints and enquiries from stakeholders and elected members and to provide advice to the Service Manager in relation to any significant issues.
2. To take responsibility for the delivery of high-quality services with excellent outcomes for children and families. Identify outstanding achievement and provide mitigation strategies for performance gaps reporting to the Service Manager as required.
3. Responsible for the development of service plans, team improvement plans and objectives for the team and service.
4. To lead the complaints team, building capacity and resilience in order to meet need, manage risk and operate in ways that are consistent with statutory duties and council policy and procedure. Takes operational decisions which will enable the effective operation of the service. These include team planning and allocation of work.
5. To work closely with colleagues ensuring that appropriate business systems are in place to manage day to day operations, ensure data accuracy and provide management information reports as required by senior management and elected members.
6. To lead team plans that have the effect of continuously improving service delivery and are consistent with wider council and multi-agency service planning.
7. To undertake additional tasks as directed by the Service Manager and Service Director (CSWO), taking into account the wider needs of Children, Education & Communities and the skills and strengths of the post holder.

8. To manage staff within the policies and procedures of City of Edinburgh, promptly advising the Service Manager regarding any issues which may require consideration for formal action.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- Education to Degree level in a relevant discipline, e.g. Social Work, Education, Law or professional equivalent is essential.
- Considerable experience of education and children's social work and social care services is required at a minimum of five years, to enable an in-depth understanding of operational issues and problem resolution.
- Prior management experience which is desirable but not essential
- Digital leadership skills to deliver efficient services with good working knowledge of operating systems, performance, data analysis and data protection

You'll be:

- Responsible for enabling practitioners to deliver a complaints service that meets need and manages risk, within the context of partnership working, ensuring that strategic and operational decisions and recommendations are implemented.
- Supporting staff on a range of operational issues and will draw the attention of the Sector or Service Manager to instances where they consider that systems and processes require to be improved.
- Responsible for applying and leading an imaginative and effective approach to Getting it Right for Every Child and The Promise
- Having regular contact with team members, service users and line managers, and other agencies including promoted colleagues in police, health and third sector when necessary.
- In significant contact with peers, using these relationships to contribute to local debates about practice, policy and procedure in ways that help to improve services.

Environment - work demands, physical demands, working conditions, work context

- Resilient, flexible, and able to work purposefully under pressure whilst supporting others.
- Manages the delivery of a high performing complaints team that meets performance indicators, takes action to mitigate shortfalls where required. Confidently manages competing priorities, including where there are high levels of risk and need.
- Operate with a level of autonomy taking a high level of personal and professional responsibility for standards of practice, performance and outcomes for children and families.
- Normal office conditions apply to much of the work but there may also be a requirement to travel and be present in the homes of service users.

- Due to the experiences of many of our children and families raising complaints, there is exposure to episodes of acute distress, dysregulation and hostile reactivity requiring staff resilience in assessing and responding.
- Will be required to intervene and take action to manage risk when members of staff are subject to behaviours as identified above from service users or members of the public.

Supervision and management of people

You'll:

- Provide leadership, professional support, supervision and line management to a group of complaints, triage and development officers in a city-wide service. Composition of staff teams will vary and may include assistant team leaders, advanced practitioners, social workers, social work assistants.
- Direct reports will number between five and eight. This will consist of Complaints Officers (Gr8), Triage Officers (TBC) and Development Officers (G7)

Resources the job holder will be responsible for

- Responsible for an average non-staffing budget between £5k-£10k,

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).