



HEAD OF CUSTOMER SERVICE AND QUALITY JOB PROFILE

Job Title:	Head of Customer Service and Quality
Accountable to:	Corporate Director
Responsible for:	Specialist Service Managers, National Complaints Administrator.
Location:	Location to be agreed, with regular travel to London and other locations in England is required.
Key Working Relationships:	Head of KPLD, Operational Directors, Heads of Service, Heads of Profession, Specialist Service Managers, External investigators, Parliamentary Commissioner for Administration, Sponsoring Department, MPs, Solicitors, Service Users
Role requirements:	(See attached person specification)
Terms of Employment	
Grade:	Senior Manager
Salary:	£51,000 - £56,100
Superannuation:	The pension fund used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). Membership of the scheme is voluntary. However, unless notified otherwise all staff will be brought into the scheme. Contribution rates are based on a tiered system.
Annual leave:	28 days rising to 33 days per leave year. This is exclusive of Public Holidays.

Job Summary

The national management, coordination, analysis and reporting of service user and stakeholder feedback through the operation of Cafcass “Comment, Compliments and Complaints” policy and procedures and other quality assurance and feedback systems to promote the engagement of service user interest in Cafcass services.

Main Duties and Responsibilities

1. To manage the Cafcass Comments Compliments and Complaints Policy and Procedures undertaking all of the functions of the National Complaints manager as outlined in the Procedural guidance along with ensuring that complaints are dealt with in an effective, efficient and equitable manner ensuring complaints are resolved as soon as possible, through the promotion of problem-solving skills throughout Cafcass.
2. To review, develop and continuously improve user complaints and feedback policies and procedures working with the courts service and other partner agencies ensuring that associated Cafcass policies are consistent with all relevant legislative requirements, government policy, Cafcass service standards and acknowledged good practice
3. Ensure the provision of reports for the Cafcass Board and Senior Management as specified along with dissemination of findings from internal and external processes advising on implications for policy and practice to enable strategic development and improvement to operational services.
4. To identify training and development needs, design and deliver training programmes regarding complaints work for Heads of Service, Service Managers and complaints investigators along with working with the KLPD team on the implementation of lessons learned from feedback, into service delivery, training and policy development.
5. To provide national leadership and co-ordination of relevant national management information systems to ensure recording, reporting and analysis on the progress and outcomes of all comments, compliments and complaints and service user feedback nationally.
6. To provide advice to senior managers and Board Members in responding to complaints and service user feedback within Cafcass procedures, including MP and Ministerial enquiries and to draft such responses as required.
7. To provide the key liaison role with Ofsted in relation to user feedback and satisfaction surveys and with the Parliamentary Commissioner for Administration on issues arising from relevant legislation and individual cases.
8. To provide advice on the operation of the Data Protection Act 1998 and Freedom of information Act 2000 and ensure that all relevant practice is free from direct and indirect discrimination and adheres to equal opportunities legislation and the principles of the Human Rights Act 1998.
9. To line manage the specialist service managers based in the Operational Support Teams, where these are stand-alone posts, and to matrix manage with the Operational Director the Service Manager with lead responsibility

where this is one aspect of a wider portfolio for a service manager or managers in an operational area.

10. To provide and maintain the national complaints office function including:
 - Ensure responses to all NO service user enquiries regarding complaints and feedback issues
 - Ensuring proper links and communication are maintained with Cafcass National Office
 - Managing the expectation of Service user and other external stakeholders in line with policy.
11. To maintain a register of suitably qualified independent people to investigate complaints
12. To participate in practice review, research, development and audit coordinating the learning from all complaints, service user views, serious case reviews for the organisation through Learning Action Panels as appropriate
13. To manage delegated budgets for staffing and consultancy work
14. To be an effective representative for Cafcass and to act at all times in a professional manner conducive to promoting a positive Cafcass image.

This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the postholder will be subject to review as part of the individual performance review process.



HEAD OF CUSTOMER SERVICE AND QUALITY PERSON SPECIFICATION

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Exercise **E**
 Documentary Evidence **D**

	<u>Wt</u>	<u>A</u>	<u>I</u>	<u>E</u>	<u>D</u>
<u>Qualifications</u>					
<ul style="list-style-type: none"> • Diploma in Social Work or CQSW . • Formal training or professional development in quality assurance, customer services and improvement techniques, and customer service framework tools and processes. 		X	X		X
		X	X		X
<u>Experience</u>					
<ul style="list-style-type: none"> • A wide range of post qualification experience in children and families social work practice. • Line management experience including supervision of staff based in multiple locations. • Operation of Complaints Policy and Processes. 		X	X	X	
		X	X	X	
		X	X	X	
<u>Skills and Knowledge</u>					
<ul style="list-style-type: none"> • Customer services, complaints and customer feedback processes, particularly for children. • Management issues, including cross-agency working and staff development. • Management information systems, data management and change management. • Management of resources. • The law in relation to children and families. • Diversity and anti-discriminatory practice in services to the public. • Data Protection and Subject Access requirements. • Ability to communicate effectively both verbally and in writing to a wide range of audiences. • An approachable manager with excellent interpersonal skills. 		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	
		X	X	X	

<ul style="list-style-type: none"> • An ability to operate effectively and sensitively within a political environment and to develop relationships that command respect, trust and confidence. • Able to communicate effectively both verbally and in writing to a wide range of audiences. • A proactive self-starter able to manage multiple priorities, which may mean reconciling the demands of corporate and service requirements. • Commitment to continuing professional development. 		X	X	X	
<u>Leadership and Management of Staff</u>					
<ul style="list-style-type: none"> • An inspirational and motivated leader with the ability to promote a performance culture by way of personal development plans and setting clear objectives. • Well-developed leadership and management skills that encourage commitment from others and promote a positive and motivated organisational culture. • Good Staff Management skills including case handling of performance, conduct and attendance concerns. 		X	X	X	
<u>Generic Competencies</u>					
<ul style="list-style-type: none"> • A collaborative team worker who can build positive relationships and work effectively across boundaries and achieve results through others. • A track record of achieving results in a performance driven culture. • Personal conduct, integrity and credibility that commands the confidence of senior managers and staff at all levels, external partners and stakeholders. • Responds sensitively and constructively to difficult situations and promotes the organisation positively internally and externally. • Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies. 		X	X	X	