

## Job Description

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|-----------------|--------------------------------------|
| Job title:      | Design Authority Manager             |
| Pay band:       | 3                                    |
| Direct Reports: | 2 X Senior Design Authority Officers |
| Reports to:     | Assistant Director, Service Design   |
| Location:       | London or Manchester                 |

## Job Purpose

Lead, motivate and manage the Design Authority team.

Maintain a consistent, clear and complete picture of PHSO's operational process in the Service Model and its supporting guidance.

Define, monitor and develop the operational process using a robust and proportionate governance process in order to support the delivery of PHSO's aim of resolving and investigating more complaints and providing an excellent customer service for everyone who contacts us

Ensure that the Feedback and Learning model is used to capture and evaluate learning and insight from across PHSO and is then shared effectively to help support the quality of our casework and the customer experience.

Deliver specific project or portfolio work that requires cross-functional working and accountability.

Ensure that information about the Design Authority's role and work is appropriately managed and communicated throughout PHSO.

## Main duties

- Casework standards and processes are developed to ensure that they are practical, relevant, concise and easy to use and that they align with the Service Charter and Service Model. Work on new standards and processes is planned, properly managed, subject to appropriate consultation and signed off in line with an agreed governance process.
- Existing standards and processes are monitored, in response to internal and external developments and feedback and subject to ongoing development and review to ensure that they are fit for purpose.
- Maintain a full record and audit trail of the approval, management and development of the casework standards and processes.

- Work with the others teams in the Quality Directorate to ensure that performance against the Service Charter and Service Model standards and processes is tracked and reported consistently.
- Work with colleagues at all levels across the organisation to ensure a common view on quality standards and processes, offer feedback when issues are seen, and influence to ensure that actions are planned, taken and tracked and that insight and learning is captured and considered appropriately through the Feedback and Learning Model.
- Support the introduction of new ways of working across the organisation, particularly by supporting the development, communication and implementation of amended casework standards and processes.
- Ensure that the Feedback and Learning Model is used to gather information from all relevant sources. This involves the obtaining, recording, and analysing of casework learning and insight and (where appropriate) deciding on and implementing actions from it. This includes appropriate communication of outcomes and monitoring of impact.
- Ensure regular analysis and reporting of the activity (and impact of the activity) under the Feedback and Learning Model.
- Continuously communicate with colleagues, directly and indirectly to ensure continued engagement, shared understanding of common goals and of progress towards them.
- To take responsibility for the delivery of the relevant business plan objectives for Operations and is accountable for the portfolio of work
- To undertake management activities as required by the organisation
- To ensure that the Design Authority team successfully complete job specific training attaining appropriate accreditation and demonstrate output at the accredited level
- To manage the team's delivery against agreed targets and quality standards
- To lead and manage change in own area and within the wider PHSO management community
- To manage, support, develop and coach the team enabling high performance
- To participate in learning & development activity and professional development as required in relation to the role
- To contribute to an environment of continuous improvement and excellence
- To provide excellent customer service to all internal and external stakeholders
- To take decisions in accordance with the role's delegated authority under the casework and/or non-casework delegation schemes

- To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to and appropriately evidenced to the role's line manager
- To promote and support the PHSO's vision and values
- To complete any other duties commensurate with the role

## Person Specification

### Knowledge

- Knowledge of the functioning of government departments/health service and the context in which they operate
- An awareness of public administration (central government in particular) or the NHS and the context in which it operates - ideal but not essential
- Knowledge of the law governing the Ombudsman's function and the Ombudsman's current casework policy and process.
- Understanding of performance management
- Sound knowledge of people management skills and processes

### Skills

- Understanding how change effects people
- Project management approaches, phrases, tools through full project lifecycle
- Strong communication written / verbal
- Ability to think tactically as well as plan and manage your own workload and as part of a wider team
- People management
- Ability to manage performance
- IT literate
- Excellent communication skills including verbal and written
- Experience of analysing complex written material and identifying and summarising key issues
- Ability to work collaboratively and apply feedback
- Able to influence others including those outside of your direct working relationships
- Strong motivational skills
- Good planning and organisational skills
- Good problem-solving skills
- The ability to meet targets and deadlines

### Experience

- Project management of change projects
- Large scale organisational change management
- Managing a team
- A proven ability in performance management and coaching
- Previous experience of working in a customer focused environment demonstrating empathy
- Experience of casework management would be desirable but is not essential
- Previous project management experience is essential

### Competencies

#### Engaging People

#### *Communicating Effectively*

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

### ***Team Working, Diversity and Inclusion***

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

### ***Customer Focus***

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance

### **Organisational and External Sensitivity**

#### ***Continuous Improvement***

Continually look to improve my skills, knowledge and ways of working and seeking ways to improve efficiency and value

#### ***Managing Change***

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas

#### ***Organisational Awareness***

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to deliver 'more impact for more people'

### **Delivering Results**

#### ***Negotiating and Influencing***

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

#### ***Planning and Quality Focus***

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

#### ***Creative and Analytical Thinking***

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

### **Leadership**

### ***Maximising Potential***

Actively encourages, and supports the development of self and others. Motivates and empowers others to achieve organisational goals. Creates an environment in which people take ownership of their own career progression, taking remedial action where needed while acknowledging and celebrating success.

### ***Decision Making***

Looks at issues with a broad view to achieve the organisations goals. Thinks ahead and prepares for the future.

### ***Strategic Vision & Thinking***

Using and understanding the bigger picture to uncover potential challenges and opportunities for the long term, and turning these into a compelling vision for action.

This job description is not intended to be exclusive or exhaustive. It is an outline indication of the areas of activity and may be amended to reflect the changing needs of the organisation. Post holders are expected to undertake other duties and responsibilities commensurate with the nature, level, scope and grade of the post.