

1. Job details	
Job title	Feedback and Complaints Manager
Salary band	Band 3
Accountable to	Head of Internal Audit

2. Job summary
<p>The post holder will be responsible for systems and processes that record, action, track and analyse compliments and complaints data across the charity. They will deal with complaints about the organisation received from external sources and need to promote opportunities to learn and improve the quality of our services, as well as monitoring actions taken in response to feedback, ensuring St John Ambulance (SJA) has fulfilled any undertakings made to complainants.</p> <p>The post holder will need to work collaboratively with staff and volunteers for the purposes of liaison, information sharing and promoting good practice. This will include addressing public perceptions of the charity to ensure complaint handling supports or improves that perception. Reporting on compliment and complaint issues/ trends, and lessons learned, or actions taken, will be required in support of operational improvement and strategic focus.</p>

3. Main duties and responsibilities	
1	Develop a comprehensive compliments and complaints governance system/framework for the charity for recording, actioning, tracking and escalating complaints across the organisation.
2	Investigate and manage responses to complaints and feedback received from external sources (customers, suppliers, regulatory bodies, former employees or volunteers, members of the public) concerning any part of the organisation
3	Ensure that internal complaints and feedback that should be handled through the normal internal processes are passed to the appropriate persons to manage the process
4	Develop and apply a consistent approach to compliment and complaint reporting, including the identification of clusters, trends and patterns, identifying any incidents or safeguarding issues relating to the complaint
5	Provide advice and support on the handling of complaints, including initial contact with the complainant, handling of distressed or persistent complainants, investigation techniques and writing statements
6	Produce a range of reports for use operationally, for regulators and for management by extracting data, processing times, outcomes and performance information from various systems and providing insight on performance through commentary
7	Take the lead in promoting the reporting of, and learning from, compliments and complaints, including supporting teams with their management of complaints to and using them to improve the quality of service delivered
8	Assess the level of compliance with the compliments and complaints policy across the organisation through review of reporting systems, highlighting any differences in approach, and offer constructive challenge to other directorates and teams
9	Produce an annual report on complaints, trends, response times, resolution outcomes and action arising/learning from complaints
10	Liaise with other potential channels of complaint or feedback within the charity to ensure a complete picture of complaint handling and outcomes is captured
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
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Education and qualifications			
Educated to GCSE level (Grade C) or equivalent including Maths and English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Educated to degree level or equivalent	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Experience			
Experience of developing business reporting capability in a large organisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of extracting data from systems, analytical techniques, providing interpretation and producing reports to deadlines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working in a similar role, with demonstrable awareness of good practice in complaint management.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of developing and managing a complaints system in a diverse and geographically spread organisation.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Engaging with internal customers at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels including senior management teams	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent planning and organisational skills – capable of working to tight deadlines with competing priorities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Knowledge of complaint management systems and similar operational recording approaches	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to present multi-factorial data in a clear and easily understood way.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Able to handle sensitive and confidential information appropriately and discretely	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Willingness to travel as appropriate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: RB	Date of preparation: 02/12/2016
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