

Job Description and Person Specification

Role: Service Recovery Manager



Job Description

Job Title	Service Recovery Manager
Grade	8
Service	Customer Services
Reports to	Resident Experience Lead
Location	City Wide
Job Evaluation Code	A6057



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. Manage the Service Recovery team, responsible for the coordination of thorough and timely formal complaint investigations and responses on behalf of the organisation.
2. Line-manage a multi-layered team of Service Recovery Officers and a Customer Services Team Manager.
3. Coordinate the production, approval and publishing of official complaint, comments and feedback performance reports on behalf of the organisation to represent Coventry City Council as a whole as well as service specific statutory requirements for Childrens Services, Adult Services and Local Government and Social Care Ombudsman
4. Collaborate with the Resident Experience Team to promote a culture where the resident is at the heart of everything it does and adopting a continuous improvement approach.
5. Undertake day to day management of direct reports to ensure the business is as effective – monitoring and managing deadlines to ensure compliance with statutory obligations and organisational policy.

Main Duties & Key Accountabilities

Core Knowledge

1. Demonstrate effective leadership

Under direction of Resident Experience Lead, manage the day-to-day management of the Service Recovery Team, encompassing formal complaint responses, ombudsman enquiries, FOIs and SAR requests for Coventry City Council

Display integrity and role model appropriate behaviours and practices, setting an example for the team.

Demonstrate personal commitment to delivering corporate messages and associated changes.

Maintain a professional focus in managing all aspects of the business underpinned by effective planning routines.

Manage conflicting and competing priorities effectively, with resilience to keep management performance on track during periods of uncertainty and change.

To support Resident Experience Lead (REL) to build, maintain and promote effective working relationships with council services:

- Make REL aware of any current issues / communications.

- Share escalation feedback about specific practices or problems.
- Suggest considerations for process improvement activity.

Lead and motivate your teams and direct reports:

- Prepare for and engage in regular 121 activity (review performance stats, check quality of output, mandatory training, annual leave, flexi amount, review outstanding actions and gather feedback)
- Undertake supportive 'Return to Work' activity as soon as practically possible.
- Seek appropriate HR/Occupational Health advice and support for your people; Ensure your REL is aware of any major concerns of well-being.
- Encourage team engagement with regular meetings for all teams, guidance /service updates, deliver corporate messages and set focus until next meeting.
- Ensure that all individuals are heard and encouraged to engage.

2. Focus on performance.

Actively promote a positive, forward looking, results orientated and resident focused culture. Managing formal complaint caseload activity, numbers and varying deadlines.

Under direction of Resident Experience Lead, manage the day-to-day management of the Service Recovery Team, encompassing formal complaint responses, ombudsman enquiries for Coventry City Council

Oversee the production of formal complaint management reports for strategic board.

Oversee the production of quarterly and annual reports for the organisation and statutory services.

Oversee the analysis of data to identify trends and suggest remedial action / process improvement activity.

Challenge practices or issues that directly affect the performance that is delivered to the customer.

Set targets supported by appropriate training. Support in the delivery of clearly defined objectives and appropriate targets.

Manage conflicting and competing priorities effectively, with resilience to keep management performance and customer feedback on track during periods of uncertainty and change.

Build effective relationships with Leadership across the organisation to support service liaison activity.

Ensure correct reporting tools (holiday booking etc) are understood by all and used effectively.

Consider and agree ad hoc performance data requests, negotiating appropriate deadlines.

3. General principles for all.

Develop own knowledge of current and emerging legislation, standards, guidance and best practice, particularly around LGSCO Ombudsman, formal complaint handling in Local Authorities, and Information Governance.

Ensure working environments are compliant with H&S requirements, conduct near-miss reporting and PVP reporting / investigations.

Engage with building users and residents as necessary to ensure effective delivery of service.

Deputise for the REL and fellow Managers as requested.

Undertake the duties of reporting roles as required.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Residents Independent investigators Local Government & Social Care Ombudsman	Internal Resident Experience Lead Service Recovery Manager Senior Leadership across the organisation Legal team Customer Service Team Managers Ombudsman Liaison Officer Complaints Officers Resident Experience Designers Executive Support Information Governance Team
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Service Recovery Officers – Grade 6

Customer Service Team Manager – Grade 6

Person specification

Job Evaluation Code	A6057
Knowledge	
Working in a customer services environment	
Knowledge of resolution of statutory complaints and regulatory guidelines	
Knowledge of equal opportunities and diversity	
Knowledge GDPR regulations, Freedom of Information, Subject Access Requests, Data Protection Act, Corporate Records Management, Re-use of Public Sector Information, Privacy legislation.	
Understanding of the issues, concepts and requirements of managing information including wider issues such as privacy legislation, disclosure and redaction.	
Understanding of performance management techniques and measures	
Communication skills to be able to establish effective working relationships within the team and with customers	
How to lead and motivate staff in a customer service environment	
An awareness of and commitment to customer care	
Skills and Abilities	
Ability to drive high standards creative to seek out and introduce best practice	
Ability to develop and promote customer focussed solutions	
Building effective relationships internally and externally.	
Confident in resolving conflict.	
Confident in own decision making, even when the best option is not immediately obvious.	
Uses data and analysis to inform decisions.	
Strong communication skills – able to interact at all levels with ease	
Proven negotiation and strong influencing skills	
Able to challenge assumptions in a professional manner	
A systematic, methodical, and accurate approach to work	
Confident in presentation and public speaking arena	

Ability to assess outputs and provide feedback on areas for improvement
Drafting and writing reports – ability to present complex information in a simplified form
Proficient in the use of spreadsheet, word, and presentation packages
Ability to work as part of a team, developing, maintaining constructive working relationships
Ability to maintain confidentiality as standard working practice in a complaint focussed and information security team.
Experience
Translating strategic vision into team outputs and leading a unified response
Significant experience of managing a team with a range of activities, deadlines and commitments
Managing the delivery of high performance through people
Managing the resolution of complex complaints
Working with a diverse customer base
Qualifications
Degree in one of the following disciplines: <ul style="list-style-type: none"> • Business / Programme Management • Public Sector Management • Relevant expert knowledge e.g., Social Care, HR, Change Management or significant work experience in a similar role
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	October 2023	Date Reviewed	December 2023
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