

## OFFICE OF THE POLICE AND CRIME COMMISSIONER

### JOB DESCRIPTION

**JOB TITLE:** Customer Service Manager

**SCALE:** SO2

**SUPERVISION AND CONTROL:** Director for Delivery

**PLACE OF WORK:** Commission Offices

**HOURS OF WORK:** 37

#### **PURPOSE OF THE ROLE:**

To supervise the assessment and recording of any expressions of dissatisfaction received within the Complaints Team via the OPCC or Force. Where appropriate, ensure that complaints are Service Recovered in a courteous, professional and timely manner, referring to the Professional Standards Department for allocation where Service Recovery fails or is not possible. To monitor and provide regular reports on performance and management information data, including the recording, assessment and SR within the force.

To provide a supervisory function for the complaints team, ensuring that high standards are maintained in service recovery and complaints resolution.

#### **KEY RESPONSIBILITIES:**

1. Supervise the effective allocation of work to ensure that complaints are accurately recorded and resolved at first point of contact where possible or escalated to the Professional Standards Department for formal investigation in line with agreed timescales.
2. Manage and process any appeals received which fall under the responsibility of the Police and Crime Commissioner according to the Policing and Crime act 2017.
3. Plan and manage both individual and team development through regular supervision, appraisals and performance monitoring. Identify any skills and knowledge gaps within the complaints team.
4. Act as lead point of contact for Investigating Officers, third parties and external agencies in order to facilitate the successful resolution of complaints.

5. Lead on the monitoring and progress of complaints, collate performance information, identifying any trends, best practice and lessons learned in order to contribute to a reduction in complaints received and continuous improvement by the Force.
6. Develop, manage and maintain effective relationships with all persons and parties involved in the Police complaints system, locally, regionally and nationally.
7. To support the requirement of the PCC to hold the Chief Constable to account for the discharge of the complaints through regular DIP Sampling, analysing data in order to identify any areas of concern and reporting them through the appropriate line manager.
8. Ensure that workflow databases are properly maintained to ensure that information is gathered and stored securely. This will include making decisions of prioritisation and dissemination of information, obtaining information and responding as appropriate to a variety of correspondence.
9. Continuously develop and evolve internal process and customer journey to ensure optimum experience for users.
10. To manage correspondence and governance matters in relation to OPCC matters.

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

## **PERSON SPECIFICATION**

### **ROLE SPECIFIC ESSENTIAL CRITERIA**

1. Educated to degree level or equivalent qualification or possess significant experience commensurate with the role;
2. Experience of effective teamworking to achieve delivery and outcomes in a high-paced, high-performance, results-based environment;
3. Proven experience in delivering high quality customer service.
4. Experience of effective use of a range of software applications.
5. An understanding of equality and diversity issues appropriate to the role.
6. Experience of managing casework and correspondence, ideally gained in a political environment

7. Knowledge of the policy and strategic context in which the Commissioner operates.