

Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

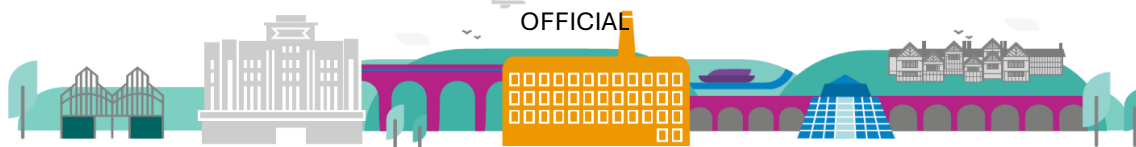
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Family Engagement Officer

Service Area:

EHCP Service

Directorate:

Services to People - Childrens

Salary Grade:

SO1

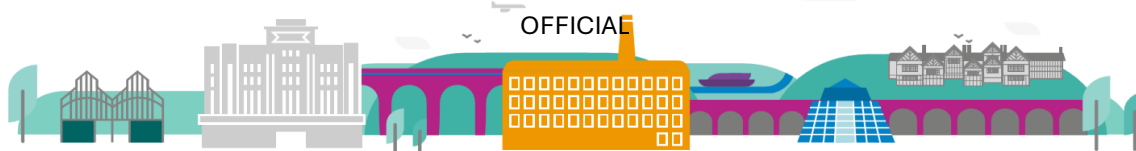
Main Purpose of the Job

To support early, constructive, disputes and relational resolution where casework residents, families or service users are experiencing concern, dissatisfaction or dispute, helping to resolve issues before they escalate into formal corporate complaints, statutory complaints or appeal routes where this is possible and appropriate.

The focus of the role will be on working directly and collaboratively with supporting constructive resolution, residents and colleagues to understand concerns, support practical resolution and strengthen relationships. This means moving beyond reliance on letters and emails as the primary route to resolution, while still ensuring that using complaints and dispute themes are captured, monitored and used to drive improvements in council services.

Key Responsibilities

- To provide resident focussed complaints and resolution support to ensure high customer service
- To ensure legislative requirements are met and statutory duties are fulfilled when handling complaints and associated dispute resolution
- To support an organisational culture where complaints and disputes are monitored, acted on appropriately and resolved in a timely fashion
- To provide guidance, advice and support to a range of council managers about complaints handling, early resolution and all stages of the complaints process
- To be responsible for complaint and dispute data handling and ensure it is accurate and recorded in a timely manner
- To contribute towards lessons learnt reports that recommend organisational changes that optimise working practices and policies to improve the resident's journey in relation to complaints handling and resolution
- To effectively analyse complaints and dispute data and quickly establish implications and present to a variety of audiences
- To contribute with quality assurance processes for all complaints and resolution processes
- To develop the presentation of complaints, disputes and resolution data so it is easily understood by a wide range of stakeholders
- To innovate working practices, procedures and utilisation of appropriate technology to streamline complaints and resolution processes
- To manage high profile whole organisation / service-wide projects and;



- Contribute to the change management of business processes that make improvements and add value to the resident experience with the council
- Research best practice (locally, regionally and nationally) to identify latest best practice
- To manage a diverse workload, achieving objectives to time and quality
- Making best use of technology and formulating innovative solutions to improve ways of working
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed.

In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

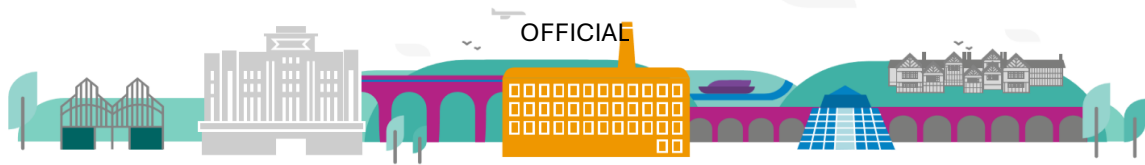
About You

Please use your application to tell us how well you **meet the essential criteria listed below** as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview.

Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

Essential Criteria

1. Experience and expertise of a leading role in a resident focussed service, with prior experience in education, SEND, an EHCP service or a relevant local government setting
2. Experience of managing complaints, disputes or resolution casework to a high standard
3. Effective negotiating and influencing skills with senior partners and colleagues. This includes providing advice and guidance about complaints, disputes and/or issues relating to a service
4. Effective analytical skills with the ability to quickly establish implications and present to a variety of audiences
5. Experience of managing high profile whole organisation / service-wide projects



6. Experience of managing a diverse workload, achieving objectives to time and quality
7. Effective project management skills
8. Effective oral and written communication skills with a confident presentational style
9. Proficient in Microsoft Office packages and case management systems
10. Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.

Desirable Criteria

- Experience of working in a local government, public sector, large organisation or similar environment
- Knowledge and/or experience of statutory complaints processes
- Experience of dealing with high profile statutory bodies (e.g. Local Government Ombudsman)